



TRILOGY
FEDERAL

2023 SURVEY OF VETERAN ENROLLEES' HEALTH AND USE OF HEALTH CARE

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EXECUTIVE SUMMARY

The U.S. Department of Veterans Affairs (VA) operates the country's largest and most comprehensive integrated health care system through the Veterans Health Administration (VHA). The annual Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) provides an overall characterization of Veterans who are enrolled in VA's health care system (enrollees). The main topics addressed in the survey include enrollees' health insurance coverage, health care and prescription drug use, current health and care assistance needs, smoking and tobacco use, willingness to utilize digital health care platforms, and overall demographics. This report presents the findings from the 2023 Survey of Enrollees. Data were analyzed in relation to demographic factors that were relevant to enrollees when determining their use of VA health care services.

Overview of the Survey of Enrollees

The Survey of Enrollees seeks input from enrolled Veterans to better understand their health care needs. The VHA Chief Strategy Office conducts the Survey of Enrollees, seeking responses from more than 40,000 Veterans who are enrolled in VA's health care system and collecting data not available through any other VHA databases. The findings from the survey support annual VHA projections of enrollment, utilization, and expenditures, as well as a variety of high-level VHA budget- and policy-related analyses.

VHA has been conducting the Survey of Enrollees since 1999, and the 2023 Survey of Enrollees marked the 21st iteration of the survey. The first nine iterations of the survey were conducted as telephone interviews. Beginning in 2012, VA implemented a multimodal approach to the survey involving telephone, mail (paper), and web data collection. The three modes of data collection for the 2023 Survey of Enrollees were paper, web survey, and telephone survey data collection, though the telephone calls did not result in any completed surveys.

Methodology

VHA's 2023 Survey of Enrollees' target population included all Veterans enrolled in VA health care as of September 30, 2022, who reside in the 50 U.S. states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. The sampling frame for the 2023 Survey of Enrollees was constructed using the VHA enrollment file, and it excluded Veterans with incomplete contact or stratification information, such as those with invalid addresses, those missing sex data, and those with a listed age greater than 110 or less than 17 years old.

The survey team stratified the sample by the Veterans Integrated Services Network (VISN), market, Priority Group, and type of enrollment. VA is divided into 18 geographical administrative areas called VISNs, which are further divided into health care markets. Enrollee type is defined by the timing of when the Veteran began using VA's health care system. VHA's current enrollment system was established in accordance with the Veteran's Health Care Eligibility Reform Act of 1996 and enacted on March 31st, 1999. If a Veteran used the VA Health Care System within two years before March 31st, 1999, they were grandfathered into the system and

known as pre-enrollees. Veterans who enrolled after March 31st, 1999, are known as post-enrollees.

The Veteran's Healthy Eligibility Reform Act of 1996 also created enrollment Priority Groups to give precedence to Veterans with service-connected disabilities and veterans whose income is below certain income thresholds. Priority Groups range from one to eight, with Group 1 being the highest priority and represents Veterans who with a 100 percent service-related disability. For the purposes of analysis, Priority Group 1 was classified into one stratum and Priority Groups 2-8 into a second.

The survey team implemented two waves of data collection for the 2023 Survey of Enrollees. Wave 1 began on March 31, 2023, and Wave 2 began on May 19, 2023. A total of 162,489 enrollees were invited to participate in the survey, with 41,196 enrollees returning a completed survey. Phone calls were made but they did not result in any completed surveys. Survey data were weighted so that the findings were representative of the entire enrollee survey sampling frame which totaled 8,524,318 Veterans enrolled in the VA Health Care system. After removing respondents that were ineligible (deceased, non-locatable, or not a Veteran), the adjusted weighted frequency of respondents described in this report is 8,228,035.

Demographic and Socioeconomic Characteristics

About three in five enrollees (61 percent) reported being married, followed by 15 percent who reported being divorced, nine percent who reported they were never married, and seven percent who reported being widowed. Over half (55 percent) of the enrollees reported having at least one dependent. The most commonly reported ethnicity and race were non-Hispanic and White (67 percent). Younger enrollees tended to be more diverse. Enrollees aged 65 or older were predominantly White non-Hispanic (77 percent), while the percentage of White non-Hispanic enrollees dropped to 58 percent for both those age 45-64 and those younger than age 45. Enrollees have a wide range of education levels. Around one-third of enrollees had at least a bachelor's degree (35 percent), while 22 percent of enrollees had a high school diploma or some high school education.

A total of 35 percent of enrollees served during the Vietnam era, the most frequently reported period of service, and 32 percent of enrollees reported serving after September 2001. Combat exposure rates have remained consistent across the years at just under 50 percent for 2023. The combat exposure rate of the enrollees from 2019 to 2022 was typically around 47-48 percent. The 2023 survey estimates indicated that of 2,653,480 enrollees who served post-September 2001, 69 percent have Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) status. In addition, 23 percent of the total enrollee population served in the OEF/OIF/OND conflicts, similar to 2022 and a slight increase over previous years (23 percent for 2022, 21 percent for 2021, 21 percent for 2020, and 19 percent for 2019).

Of all enrollees in 2023, 39 percent were in the labor force (employed full-time, part-time, or unemployed looking for work), 59 percent were not in the labor force (retired or not currently looking for work), and 49 percent were retired. Thirteen percent of enrollees with jobs were

self-employed, and 14 percent of employed enrollees had two or more jobs. Over half (55 percent) of enrollees reported a household income of \$35,000 or higher. Two-thirds of enrollees (66 percent) age under 45 had a household income of \$35,000 or higher, compared to 45 percent of enrollees 65 or older.

Public and Private Health Insurance

Most enrollees (84 percent) reported that they had some type of public or private insurance coverage. Half of enrollees (50 percent) reported Medicare coverage, compared to 5 percent who reported Medicaid coverage, and 30 percent reported private insurance coverage. TRICARE coverage was reported by 28 percent of enrollees. Among those with Medicare, 25 percent reported Medicare Part D Coverage, 23 percent reported Medicare Advantage coverage, and 26 percent reported that they purchased private health care coverage to supplement Medicare (such as Medigap or Medicare Supplement).

Current Health Status and Assistance Needs

The 2023 Survey of Enrollees gathered information about enrollees to rate their perceived physical and mental health status on a scale from “poor” to “excellent.” A total of 63 percent of enrollees were in at least good physical health, and 70 percent were in at least good mental health. Enrollees also reported the frequency they get their social and emotional support needs met on a scale from “never” to “always.” Seventy-eight percent of enrollees at least sometimes receive the social and emotional support they need.

Enrollees described the level of assistance they receive for daily activities such as household chores, bathing, preparing meals, or transportation from family, friends, neighbors, or others. Fourteen percent of enrollees reported receiving support for at least some of their daily activities. The caregiver for these enrollees is most frequently a spouse or domestic partner (62 percent), child (24 percent), or other family member (16 percent).

Enrollees with caregivers also reported their caregiver’s receipt and awareness of support services. Most enrollees noted their caregivers did not receive support services (65 percent). Additionally, these enrollees were not aware of support services. Of enrollees with caregivers not receiving support services, 48 percent knew their caregivers were not aware of VA programs that could support their caregivers and 35 percent did not know if their caregivers were aware of support services.

Smoking and Tobacco Use

The 2023 survey included a series of questions asking enrollees about cigarette smoking behaviors and their awareness and willingness to use tobacco cessation counseling and medications offered at VA medical centers. Responses to the survey questions allowed the survey team to classify respondents into six groups: (1) enrollees who have never smoked, (2) enrollees who have smoked, (3) enrollees who currently smoke, (4) recent unsuccessful quitters, (5) enrollees who formerly smoked, and (6) recent successful quitters. In 2023, a total of 55 percent of enrollees were classified as enrollees who have smoked. Using all enrollees as the denominator, enrollees who currently smoke made up 11 percent of the total enrollee

population, 43 percent were considered enrollees who formerly smoked, and two percent of the enrollee population successfully quit smoking in the past year. Survey data shows a decline in enrollees who currently smoke among VA enrollees, from 15 percent in 2019 to 11 percent in 2023.

Priority Group 1 had a higher percentage of enrollees who had never smoked, 50 percent, compared to Priority Groups 2-8, which had a lower percentage of enrollees who never smoked (42 percent). A lower percentage of female enrollees (41 percent) indicated that they have ever smoked than male enrollees (57 percent). However, both groups had similar rates of enrollees who currently smoke as a percentage of their respective groups: 11 percent for female enrollees and 12 percent for male enrollees. Over half of (55 percent) enrollees under the age of 45 years and 54 percent of enrollees between the ages of 45 and 64 have never smoked, compared to only 35 percent of enrollees 65 and older.

Almost three-quarters of enrollees who formerly smoked (71 percent) reported successfully quitting smoking 10 or more years ago. Just under half (48 percent) of current enrollee smokers had made a recent quit attempt but were unsuccessful. Of these recent unsuccessful quitters, 35 percent used medications or nicotine replacement therapy to help with their tobacco cessation attempt.

Younger enrollees were more likely to engage in smokeless tobacco and e-cigarette use, with the highest prevalence among enrollees younger than 45 years of age (seven percent for smokeless tobacco use and 13 percent for e-cigarette use). Female enrollees were also more likely to use e-cigarettes or vaping products (nine percent) compared to male enrollees (five percent), while male enrollees were more likely to use smokeless tobacco (five percent) compared to female enrollees (one percent).

Health Care and Prescription Drug Use

Responses from the 2023 survey showed that 46 percent of enrollees currently use in-person VA services to meet all of their health care needs, and 28 percent of enrollees use in-person VA services to meet most of their health care needs. Enrollees in Priority Group 1 were more likely to report that they used in-person VA services for all of their health care needs (57 percent) than those in other priority groups (40 percent). Enrollees who were age 65 or older (41 percent) were the least likely of all the age groups to use VA services for all of their health care needs (52 percent for enrollees under 45 and 50 percent for enrollees 45 to 64). Male enrollees were also somewhat less likely to use in-person VA services for all of their health care needs (46 percent) compared to female enrollees (53 percent).

When asked to indicate their primary future use of VA Health Care, 41 percent of enrollees said that they planned to use VA Health Care as their primary source of health care, 16 percent said that they would use it for a service-connected disability or health condition, and 11 percent said they would use it as a safety net.

The 2023 survey asked enrollees about their familiarity and use of holistic health care approaches, such as acupuncture, yoga, chiropractic care and more. The holistic approaches most used by enrollees were chiropractic care and massage therapy. Five percent of enrollees

used chiropractic care through a VA program and nine percent through a non-VA program. For enrollees who had not used these forms of holistic health care, the greatest interest was for massage therapy (39 percent), chiropractic care (35 percent), and acupuncture (30 percent).

Enrollees were asked the number of prescription medications they had used in the last 30 days, and the number they had obtained from VA pharmacies. Thirty-nine percent reported using five or more prescription medications in the past month, 29 percent reported taking three to four prescription medications in the past month, and 17 percent reported taking one to two prescription medications. Of those enrollees who reported taking at least one prescription medication in the past 30 days, almost half (49 percent) filled all their prescriptions at a VA pharmacy and 29 percent obtained five or more of their prescription medications from VA pharmacies.

Enrollees also provided important factors for selecting health care providers. Professionalism of health care providers (94 percent), professionalism of office staff (93 percent), availability of specific medical services (93 percent), insurance coverage of needed services (92 percent), costs paid by the enrollee (86 percent), travel time or distance (74 percent), and hours of operation (73 percent) were the most important factors for enrollees when selecting a primary care provider.

Digital Access to VA Health Care, Information and Resources

Enrollees were asked questions about internet use and their interest in using computers or mobile devices for their own health care. More than four in five enrollees (87 percent) reported using the internet, at least occasionally. Internet usage was most prevalent among enrollees who were younger, female, or in Priority Groups 1. Nearly all enrollees under the age of 45 (100 percent) reported that they used the internet, compared with 76 percent of enrollees 65 years of age or older. Seventy-two percent of enrollees sent or received text messages every day, and seventy percent sent or read an email every day. Use of text messages varied with age and gender. Almost all enrollees under the age of 45 reported that they sent text messages every day (88 percent), but only 57 percent of enrollees age 65 years or older did so.

The most common place where enrollees accessed the internet was at home (94 percent). Enrollees' use of devices to access the internet varied – 78 percent of enrollees accessed the internet via a smartphone every day, 45 percent accessed the internet via a computer every day, and 26 percent accessed the internet via a tablet every day.

When asked if they would be willing to perform a series of health-related tasks using a computer or mobile device, over three-fourths of enrollees said that they already use or were “somewhat” or “very willing” to use telehealth for accessing their personal records (81 percent), scheduling medical appointments (81 percent), accessing lab or x-ray results (81 percent), refill medication prescriptions (80 percent) or communicate with providers (80 percent). Enrollees showed less support for using telehealth to complete an online stress/anxiety assessment (64 percent) and for online support groups (46 percent).

Enrollees also reported on their interest in meeting with both mental and non-mental health providers remotely. Twenty-eight percent of enrollees reported they do not have a need for

mental health care, and 27 percent indicated they were not interested in meeting with a mental health provider remotely. Additionally, more than one-third (35 percent) of enrollees were not interested in meeting with a non-mental health provider through virtual means. Twenty-six percent of enrollees said they currently meet virtually with non-mental health providers but prefer for those appointments to be in-person. While enrollees preferred to not meet with providers remotely, they indicated a willingness to share information virtually. Sixty-seven percent of enrollees were willing to share information, and 70 percent were willing to receive a medical opinion virtually. This varied by age, with 86 percent of enrollees under 45 willing to share information as part of a virtual consultation, compared to only 50 percent of enrollees over 65.

Enrollees also indicated their readiness and willingness to use MyHealthVet. Less than half of enrollees (43 percent) reported they currently use My HealthVet. However, use varied by collapsed priority group, age, and gender. The majority of Priority Group 1 enrollees (62 percent) reported they use this portal, compared to only 30 percent of Priority Groups 2-8 Veterans. Younger Veterans showed greater use of My HealthVet than those who are older, with 65 percent of enrollees 45 and under using the portal compared to 28 percent of enrollees 65 and older. Female enrollees (60 percent) were also more likely to use MyHealthVet compared to male enrollees (41 percent).

1. OVERVIEW OF THE SURVEY OF ENROLLEES

The U.S. Department of Veterans Affairs (VA) operates the country's largest and most comprehensive integrated health care system through the Veterans Health Administration (VHA). Given that more than 13 million Veterans currently are eligible to receive care from the VA, it is important for VHA to understand their health care needs. The intent of the Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) is to collect information about enrollees' health care needs, along with demographic and socioeconomic factors that affect usage patterns, to help inform VHA's health care planning and future projections.

VHA provides primary and specialty care, a comprehensive pharmaceutical benefits package, and ancillary services to its enrollees through a geographically dispersed network of 171 medical centers and 1,113 outpatient sites.¹ For administrative purposes, VA is divided into 18 geographical administrative areas called Veterans Integrated Services Networks (VISNs),² and VISNs are further divided into health care markets. Markets are health care areas within each VISN that have a sufficient population and geographic size to benefit from the coordination and planning of health care services and to support a full health care delivery system.

The VA Health Care system has approximately nine million enrolled Veterans, with approximately half of that population over the age of 65. Younger enrollees are more diverse in gender, race, and ethnicity; more affluent; and experience health care differently than their over-65 counterparts. VA Health Care must continue to be prepared to serve both aging Veterans and the rapidly growing, relatively young, and diverse group of Veterans who have served in more recent conflicts.

In order to better anticipate health care needs of all enrolled Veterans, the VHA Chief Strategy Office conducts an annual survey, the Survey of Enrollees, seeking responses from more than 40,000 Veterans who are enrolled in VA's Health Care system. The purpose of this report is to present the findings from the 2023 Survey of Enrollees.

1.1 Background of the Survey of Enrollees

The Survey of Enrollees collects data annually on enrolled Veterans' health status, insurance coverage, VA and non-VA health services use, current and planned future use of health care, and overall demographics. This information supports annual VHA projections of enrollment, utilization, and expenditures, as well as a variety of high-level VHA budget- and policy-related analyses. VHA has been conducting the Survey of Enrollees since 1999 when the current enrollment system was established. Each year a nationally representative sample of enrolled Veterans is surveyed, with sufficient corpus in identified geographic areas and key stratification categories. In 2023, the final weighted estimate of enrolled Veterans in the survey sample was

¹ U.S. Department of Veterans Affairs. (2022). *Veterans Health Administration*. Washington, DC: Author. Available at: <https://www.va.gov/health>. Retrieved on: September 13, 2022.

² U.S. Department of Veterans Affairs. (2022). *Veterans Integrated Services Networks (VISNs)*. Washington, DC: Author. Available at: <https://www.va.gov/HEALTH/visns.asp>. Retrieved on: September 13, 2022.

8,524,318. After removing respondents that were ineligible (deceased, non-locatable, or not a Veteran), the weighted frequency of respondents described in this report is 8,228,035.

Throughout this report Veterans enrolled in the VA Health Care System are referred to as enrollees.

The 2023 Survey of Enrollees marked the 21st iteration of the survey. Beginning in 2012, VA implemented a multi-modal approach to the survey involving telephone, mail (paper), and web data collection. The 2023 data collection plan included paper and web data collection, with a contingency for Computer Assisted Telephone Interviews (CATI) should the minimum response goals not be met at the close of survey fielding. In 2023, CATI calls were made, but they did not result in any completed surveys.

Trilogy Federal, LLC (Trilogy), a Service-Disabled Veteran-Owned project management and consulting firm, teamed with Westat, Inc. (Westat), a large research firm, to facilitate the 2023 Survey of Enrollees, including survey methodology and design, management of the Help Center, and data analysis. Navistar Direct Marketing (Navistar) provided personalization, printing, and mailing services. Subsequently, “the survey team” refers to the joint Trilogy and Westat team.

1.2 Methodology

The VHA’s 2023 Survey of Enrollees’ target population included all Veterans enrolled in VA Health Care as of September 30, 2022, who reside in the 50 U.S. states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. The survey team constructed the sample using the VHA enrollment file which contains the records of all Veterans enrolled in VA Health Care. The survey team used the variables available to stratify the sample, including the VISN market, Priority Group, and date of enrollment. Date of enrollment defines the enrollee type as pre-enrollee or post-enrollee.³

As was done in previous years, the survey team excluded enrolled Veterans with incomplete information from the sampling frame, such as:

- Enrollees with missing or incomplete stratification information (i.e., VISN, market, Priority Group, and/or enrollee type);
- Enrollees with a missing street address, city, state, or ZIP Code;
- Enrollees with street address values that are not actual street addresses;⁴
- Enrollees with missing sex data; and
- Enrollees with a listed age greater than 110 or less than 17 years old.

³ In 1999, Congress enacted VA Health Care reform that affected Veteran enrollment status. Prior to 1999, Veterans could not be enrolled. However, if a Veteran used the VA Health Care system within two years of March 31st, 1999, users were grandfathered into the system. Therefore if a Veteran has a date of enrollment listed as prior to March 31, 1999, the date the reform was enacted, the Veteran was identified as a pre-enrollee. Veterans with enrollment dates after March 31, 1999, were defined as post-enrollees.

⁴ Examples of such street address values are “GENERAL DELIVERY,” “NEED ADDRESS,” “NO KNOWN ADDRESS,” “STREET ADDRESS UNKNOWN,” “ADD ADDRESS,” “DELETE,” “NULL,” and “NONE.”

Lastly, the survey team excluded enrolled Veterans who were contacted for the 2022 Survey of Enrollees or who informed VA in the past that they did not want to participate in future surveys. However, the survey team included these enrolled Veterans in the overall sampling frame for purposes of weighted response estimates. After these adjustments, the final sampling frame total came to 8,524,318. After removing ineligible survey respondents (a total of 930 respondents were removed because they were deceased, non-locatable, or not a Veteran), the adjusted weighted total for analyses is 8,228,035.

To ensure an adequate number of completed surveys per domain, the survey team stratified the sampling frame into 570 strata by market, Priority Group, and enrollee type. The analytic domains were as follows:

- Individual VISN markets (n=95);
- Priority groups (n=3) primarily based on enrolled Veteran level of disability, with priorities 1, 2, and 3 being one group; priorities 4, 5, and 6 being a second group; and priorities 7 and 8 being the third group; and
- Enrollee type (n=2) based on date of enrollment, with enrollment prior to March 31, 1999 (pre-enrollee) versus enrollment after this date (post-enrollee).

Priority groups define an enrolled Veteran's priority for VA Health Care services. Priority groups range from 1 to 8, with Priority Group 1 being the highest priority. Priority groups are based on multiple factors, including the enrolled Veteran's service-connected disabilities, income, and other factors such as Prisoner-of-War status or receipt of a Purple Heart. Figure 1-1 (next page) defines Priority Groups and eligibility requirements.

Figure 1-1. VA eligibility categories and Priority Groups

Priority Group	Eligibility Requirements
Priority 1	<ul style="list-style-type: none"> • Veterans with VA-rated service-connected disabilities that are 50% or more disabling • Veterans determined by VA to be unemployable due to service-connected conditions • Veterans awarded the Medal of Honor
Priority 2	<ul style="list-style-type: none"> • Veterans with VA-rated service-connected disabilities that are 30% or 40% disabling
Priority 3	<ul style="list-style-type: none"> • Veterans who are former Prisoners of War (POWs) • Veterans awarded a Purple Heart medal • Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty • Veterans with VA-rated service-connected disabilities that are 10% or 20% disabling • Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, “benefits for individuals disabled by treatment or vocational rehabilitation”
Priority 4	<ul style="list-style-type: none"> • Veterans who are receiving aid and attendance or housebound benefits from VA • Veterans who have been determined by VA to be catastrophically disabled
Priority 5	<ul style="list-style-type: none"> • Nonservice-connected Veterans and non-compensable service-connected Veterans rated 0% disabled by VA with annual income below the VA’s and geographically adjusted income limits (based on resident ZIP Code) • Veterans receiving VA pension benefits • Veterans eligible for Medicaid programs
Priority 6	<ul style="list-style-type: none"> • Compensable 0% service-connected Veterans • Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki • Project 112/SHAD (Shipboard Hazard and Defense) participants • Veterans who served in the Republic of Vietnam from January 9, 1962, to May 7, 1975 • Persian Gulf War Veterans who served from August 2, 1990, to November 11, 1998 • Veterans who served on active duty at Camp Lejeune for at least 30 days between August 1, 1953, and December 31, 1987 • Currently enrolled Veterans and new enrollees who served in a theater of combat operations after November 11, 1998, and were discharged less than 5 years ago
Priority 7	<ul style="list-style-type: none"> • Veterans with gross household income below the geographically adjusted income limits for their resident location and who agree to pay co-payments
Priority 8	<ul style="list-style-type: none"> • Veterans with gross household income above the VA and the geographically adjusted income limit for their resident location and who agree to pay co-payments

The survey team classified enrolled Veterans into three selection groups to support sample selection:

- Group 1: Enrollee was in Wave 1 or Wave 2 of the 2022 Survey of Enrollees;
- Group 2: Enrollee was in neither Wave 1 nor Wave 2 of the 2022 Survey of Enrollees but was in the sampling frame; and
- Group 3: Enrollee was not in the sampling frame for the 2022 Survey of Enrollees (i.e., enrolled Veterans new to VA).

The survey team did not sample enrolled Veterans in Group 1 to reduce the survey burden on those enrolled who completed the survey the previous year. Those in Group 2 were over-sampled, permitting Group 2 to represent both Group 1 and Group 2.

The survey team implemented a sampling strategy to meet the following VHA strata requirements:

1. Ensure at least 350 completed cases by market;
2. Ensure at least 350 completed cases by VISN and Priority Group;
3. Ensure at least 2,000 completed cases by VISN;
4. Ensure at least 15.5 percent of the completed cases are pre-enrollees (compared to 12.6 percent in the population);
5. Ensure that no cases from Selection Group 1 are included;
6. Ensure that the sample size in Selection Group 2 represents the population size in Selection Groups 1 and 2; and
7. Ensure a total of 42,000 completed cases.

The 2023 Survey of Enrollees initially invited all sampled enrollees to complete a web-based survey. Approximately one month later, the survey team mailed paper surveys to all non-respondents in the sample. The survey team implemented data collection for the 2023 survey in two waves. The survey team developed the first wave sample based on strata completion requirements and an estimated 25.8 percent response rate. The second wave sample was developed using an adaptive design based on Wave 1 response rates and remaining strata requirements. A total of 135,269 enrollees were invited to participate in Wave 1, with 27,630 enrollees being invited to participate in Wave 2, leading to a total of 162,489 enrollees being invited to participate in the survey.

The 2023 survey administration yielded a total of 41,196 completed surveys, this is an adjusted weighted sample of 8,228,035. Figure 1-2 (next page) shows the distribution by Priority Group, age, and gender. A summary of completed surveys by mode is shown in Figure 1-3 (next page). The percentage of completed web surveys increased from 36 percent in 2022 to 43 percent in 2023, while the percentage of completed paper surveys decreased from 64 percent in 2022 to 57 percent in 2023. Figure 1-4 (next page) provides a comparison of the 2020, 2021, 2022, and 2023 designs.

Figure 1-2. Number of respondent enrollees, by Priority Group, age, and gender

Demographic Group	Number of Respondents
Priority Group	
1	7,699
2 – 8	33,497
Age	
< 45	1,413
45 – 64	8,288
65 +	31,495
Gender	
Male	36,812
Female	4,384
All Enrollees	41,196

Figure 1-3. Number of completed surveys by mode

	Web	Paper	Telephone	Total
Number	17,803	23,393	0	41,196
Percentage	43.2%	56.8%	0%	100%

Figure 1-4. Comparison of Survey of Enrollees design, 2020, 2021, 2022, and 2023

	2020	2021	2022	2023
Weighted population of enrolled Veterans	8,725,547	8,680,525	8,376,015	8,228,035
Weighted population as of	September 2019	September 2020	September 2021	September 2022
Stratified sample size	138,787	139,167	188,177	162,926
Sample stratified by	VISN, market, Priority Group, pre- and post-enrollee	VISN, market, Priority Group, pre- and post-enrollee	VISN, market, Priority Group, pre- and post-enrollee	VISN, market, Priority Group, pre- and post-enrollee
Number of completed surveys/interviews	44,315	42,351	44,248	41,196
Response rate	32.0%	29.4%	23.6%	25.4%
Data collection timeframe	April 2020 to August 2020	March 2021 to July 2021	April 2022 to July 2022	March 2023 to July 2023
Mode of data collection	Web, mail, and computer-assisted telephone interview (CATI)*	Web, mail, and CATI*	Web, mail, and CATI*	Web, mail, and CATI

*No CATI interviews were required for 2020, 2021, or 2022.

1.3 Weighting

The survey team calculated the stratum base weight based on the total target population and number sampled. The base weight for a sampled enrolled Veteran was the reciprocal of the probability that the enrolled Veteran was selected to participate in the 2023 survey (1/probability of selection). For instance, if all the enrolled Veterans in a stratum were selected, then the probability of selection would be one, as would be the base weight. If some in the stratum were not selected, the sampling probabilities would be less than one. When the probabilities are less than one, the base weights are greater than one. This indicates that sampled enrolled Veterans would represent themselves plus additional enrolled Veterans who were not sampled.

The survey team selected enrolled Veterans without replacement so that each enrolled Veteran in the sampling frame could be selected only once. The base weights for the responding enrolled Veterans were adjusted for nonresponse so that responding enrolled Veterans not only represent themselves and enrolled Veterans who were not sampled, but also sampled enrolled Veterans who did not respond. To account for nonresponse bias, the survey weights were adjusted for differential rates of response among various subgroups, and thereby reduced the potential for bias. Applying a weighting scheme in this manner enables survey results to be generalized to the entire enrollee population.

2. DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS

Demographic and socioeconomic information provides insights into the Veteran enrollee population and their potential health care needs. The Survey of Enrollees asked enrolled Veterans several demographic and socioeconomic questions to better understand their status related to health care. This chapter examines the key characteristics of VA enrollees and compares the 2023 results to prior years.

2.1 Demographics

The survey team weighted results of the 2023 Survey of Enrollees to represent the population of Veterans enrolled in the VA Health Care system. As such, all references to enrollee counts and percentages in this report are derived entirely from weighted survey frequencies and not from the actual populations being discussed. After removing ineligible survey respondents, the adjusted weighted total for analyses is 8,228,035. This is a decrease of 147,980 enrollees from the 2022 report. All results in this report are based on this weighted total, unless otherwise stated. Below are notable demographic statistics about the 2023 enrollees.⁵

- Female enrollees represented 10 percent of the total enrollee population and comprised 15 percent of enrollees who reported active-duty service since 2001.
- The majority of enrollees were married (61 percent), had at least one dependent (55 percent), and lived in an urban area (66 percent).
- Among all enrollees, more than one-third (35 percent) served during the Vietnam era, the most frequently reported period of service. The second most frequently reported period of service was service after September 2001 (32 percent of enrollees).

2.1.1 Priority Groups

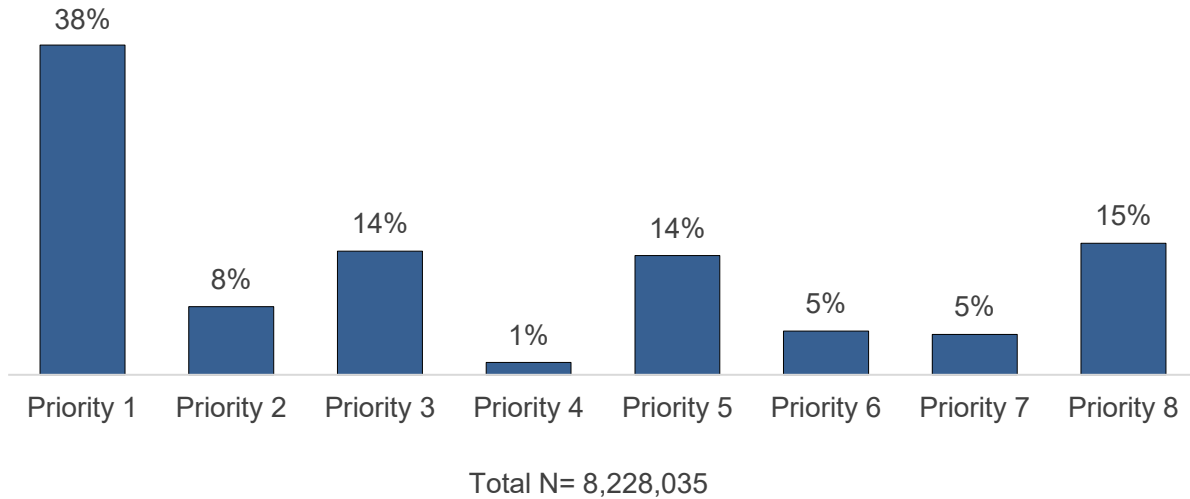
The Veterans' Health Care Eligibility Reform Act of 1996 mandated that VA establish and implement a priority-based enrollment system to ensure each Veteran is enrolled based on the enrollee's specific eligibility status.

Figure 2-1 (next page) shows enrollees and percentages by individual and Priority Groups.⁶

⁵ Urban/rural, age, and Priority Group came from the VA administrative data file. Otherwise, results are from survey response data.

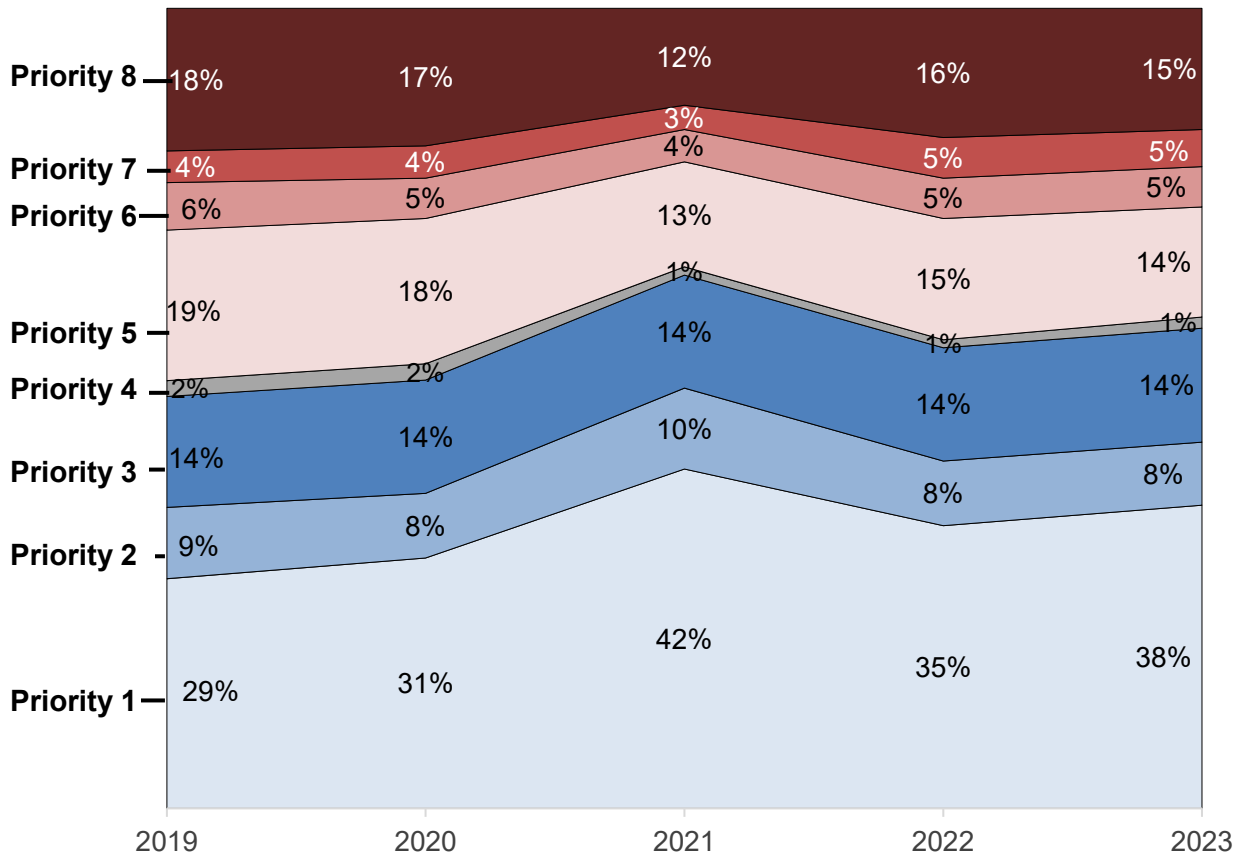
⁶ Throughout this report, all figures have values rounded to the nearest whole number for ease of reading. As a result, summing totals from figures may not match summing of values in the tables that use one decimal place.

Figure 2-1. Percentage of enrollees by Priority Group



Changes in Priority Groups. Between 2019 and 2023, the percentage of enrollees in Priority Group 5 steadily decreased from 19 percent in 2019 to 14 percent in 2023. Compared to 2022, Priority Group 1 increased from 35 percent to 38 percent, while Priority Group 5 decreased from 15 percent to 14 percent and Priority Group 8 also decreased from 16 percent to 15 percent. All other Priority Groups have remained stable over the past 5 years. Figure 2-2 (next page) illustrates percentages of enrollees by Priority Group from 2019 to 2023.

Figure 2-2. Percentage of enrollees by Priority Group and year, 2019-2023



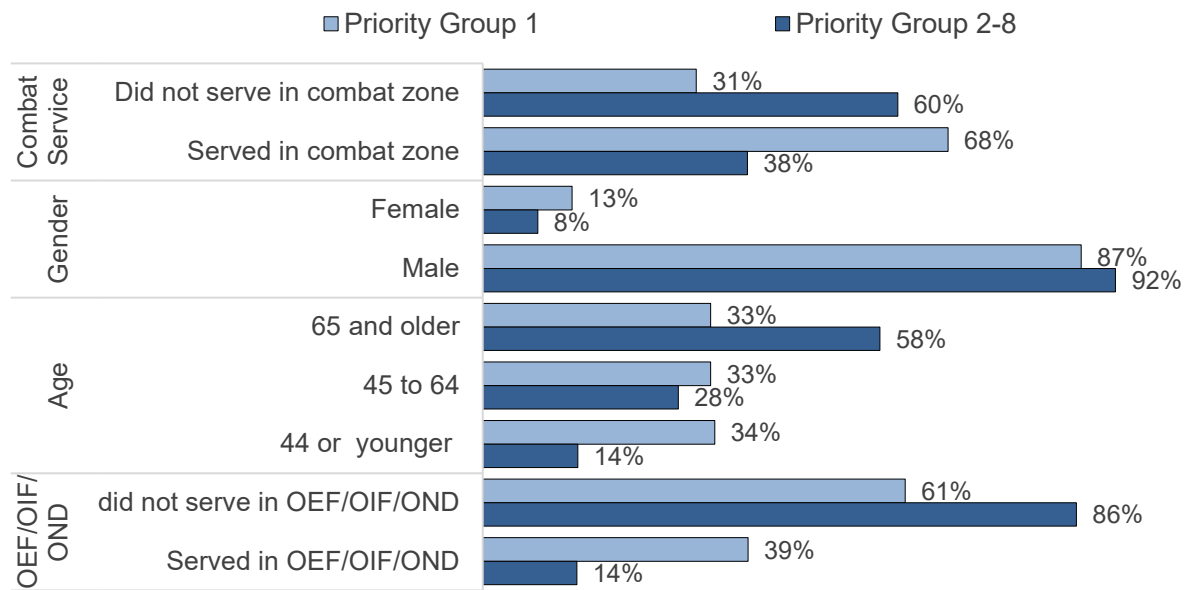
For analysis, the survey team collapsed the eight VA Health Care Priority Groups into two separate strata:

1. Priority Group 1: Veterans with service-connected disabilities that are 50 percent or more disabling, Veterans determined to be unemployable due to service-connected conditions, and Veterans awarded the Medal of Honor;
2. Priority Groups 2-8: Veterans with lower rated disabling conditions (Priority 2), Veterans with special classifications or lower rated disabling conditions (Priority 3), Veterans with catastrophic disabilities (Priority 4), Veterans with nonservice-connected disabilities or Veterans who have an annual income below the established VA Means Test (MT) threshold (Priority 5), or Veterans who have had exposure to environmental hazards (Priority 6); and Veterans with no service-connected disability and who have an annual income above the MT threshold (Priority 7 and 8).

Enrollees in Priority Group 1 are more likely than those in Priority Groups 2-8 to be younger; female enrollees; have served in Operation Enduring Freedom (OEF), Operation Iraqi Freedom

(OIF), and/or Operation New Dawn (OND) (collectively referred to as OEF/OIF/OND);⁷ and to have served in a combat zone. According to the National Center for Veterans Analysis and Statistics, while the Veteran population has been declining since 1990, the number of Veterans with a service-connected disability has been on the rise, increasing 117 percent from 1990 to 2018.⁸ Figure 2-3 compares Priority Group 1 to the other Priority Groups in terms of age, gender, combat service, and service in OEF/OIF/OND.

Figure 2-3. Percentage of enrollees by collapsed Priority Group and demographic group



Note: Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND), age, and gender data come from the U.S. Department of Veterans Affairs (VA) administrative data file.

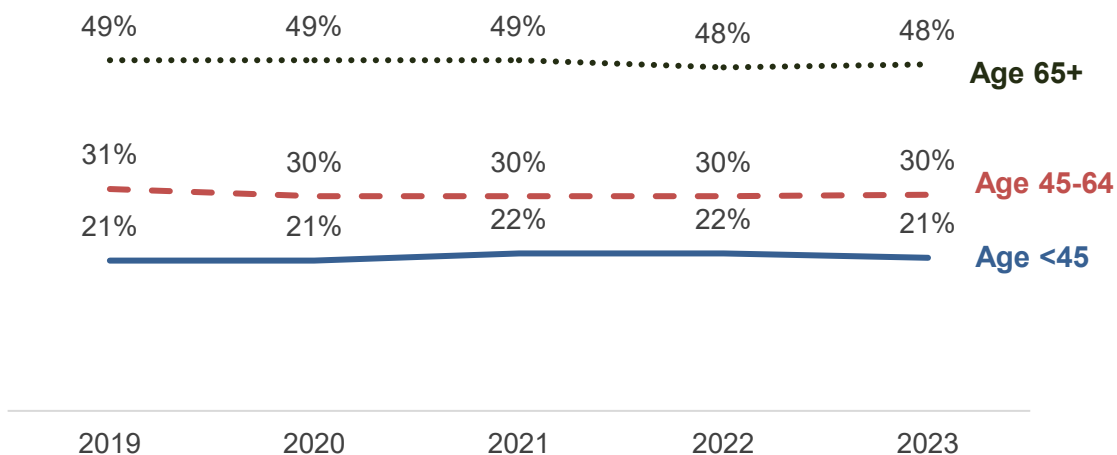
2.1.2 Age

Almost half (48 percent) of 2023 enrollees were age 65 or older, 30 percent were between 45 and 64 years of age, and 21 percent were younger than 45. The percentage of enrollees in all three age categories has remained consistent over the past five years. See Figure 2-4 (next page) for a distribution of enrollee ages from 2019 to 2023.

⁷ Operation Enduring Freedom spans October 7, 2001 through December 28, 2014; Operation Iraqi Freedom spans March 19, 2003, through August 31, 2010; Operation New Dawn spans September 1, 2010, through December 15, 2011. For more information, see Salazar Torreon, B. (2019). *U.S. periods of war and dates of recent conflicts*. Washington, DC: Congressional Research Service. Available at: <https://fas.org/sgp/crs/natsec/RS21405.pdf>.

⁸ U.S. Department of Veterans Affairs. (2019). *Statistical trends: Veterans with a service-connected disability, 1990 to 2018*. Washington, DC: National Center for Veterans Analysis and Statistics. Available at: https://www.va.gov/vetdata/docs/Quickfacts/SCD_trends_FINAL_2018.pdf.

Figure 2-4. Percentage of enrollees by age and year, 2019-2023

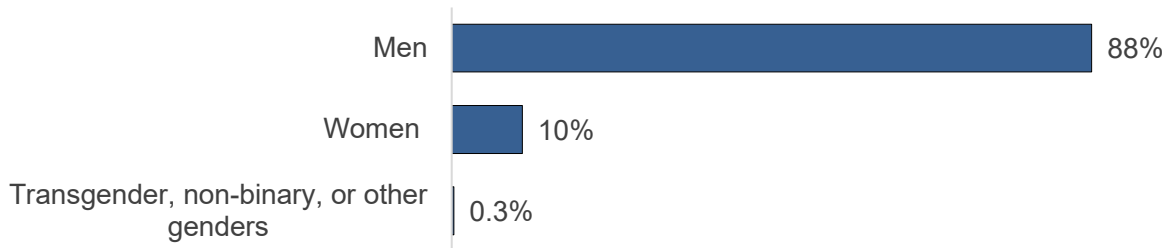


2.1.3 Gender, Sexual Orientation, and Age

Understanding the population of individuals who identify as a gender other than the sex assigned at birth is important in planning individual health care. Therefore, in 2023, enrollees were asked to indicate their gender identification as a first attempt to capture this information. Enrollees were asked to indicate if they are a Man, Woman, Transgender Man, Transgender Woman Non-binary, other, or if they prefer not to answer. In total, an estimated 23,883 enrollees identified their gender as Transgender Man, Transgender Woman, non-binary or other (results were combined due to the small sample size of these groups.) Figure 2-5 (next page) shows the results of this question.

Shortly after the 2023 survey was finalized, a National Academies of Science Consensus Study Report on Measuring Sex, Gender Identify, and Sexual Orientation noted a more accurate way to collect Gender Identity is to ask about birth sex, followed by gender identify. This more accurately accounts for individuals who do not identify as transgender but identify with a gender that is different than their sex assigned at birth. In consulting with VA offices focused on LBGQT+ health, we concluded that the survey’s estimates may have underestimated the number of enrollees who have transitioned from one gender to another. Therefore, VHA will examine the way in which they collect this data for future efforts. For this report, select survey results will be broken out by the enrollment file indicators of male or female, as has been done in the past.

Figure 2-5. Percentage of enrollees by reported gender



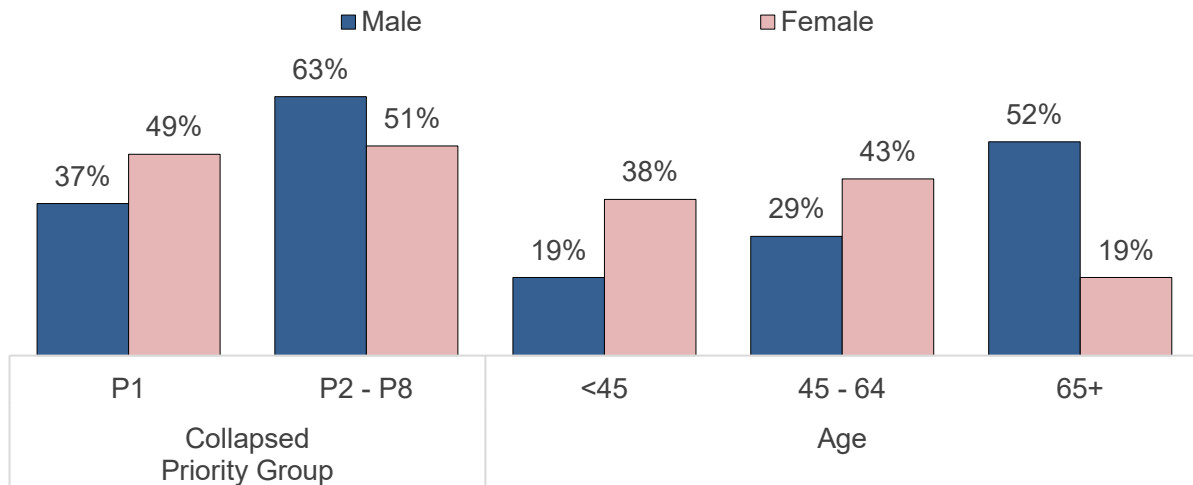
Sexual orientation is also an important factor in health care planning and the 2023 Survey asked enrollees about their orientation. Most enrollees (92 percent) consider themselves to be heterosexual or straight. A small percentage of enrollees consider themselves to be gay or lesbian (one percent) or bisexual (one percent). See Figure 2-6.

Figure 2-6. Percentage of enrollees by sexual orientation



Figure 2-7 (next page) displays the share of enrollees in each gender as reported in enrollment files by collapsed Priority Groups and by age. Female enrollees are younger, with 81 percent of female enrollees under the age of 65. On the other hand, 52 percent of male enrollees are 65 or older. Male enrollees also are more likely to be in Priority Group 2 through 8 (63 percent). Female enrollees are almost split evenly between Priority Group 1 and Priority Group 2 through 8.

Figure 2-7. Percentage of enrollees by gender, Priority Group, and age



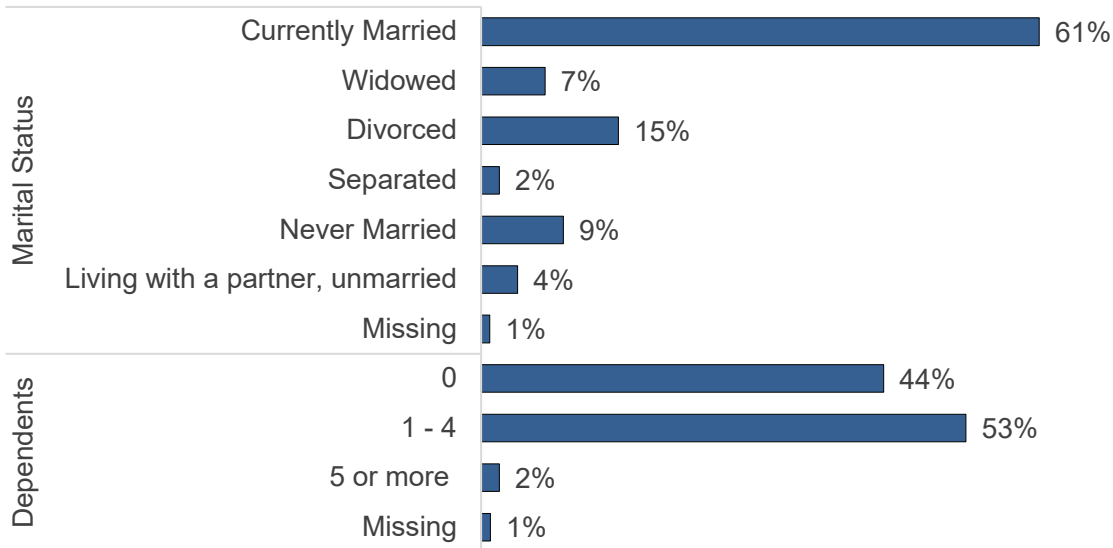
Note: Differences in age are statistically significant at the $p < 0.05$ level (Chi square test). Differences in collapsed priority between male and female enrollees are statistically significant at the $p < 0.01$ level (Chi squared test).

2.1.4 Marital Status and Dependents

In 2023, married enrollees represented a majority of the enrollee population. About three in five enrollees (61 percent) reported being married, followed by 15 percent who reported being divorced, nine percent who reported they were never married, and seven percent who reported being widowed (Figure 2-8 (next page)).

Enrollees reported the number of dependents they currently support, defined as anyone who relied on the enrollee for at least half of that person’s financial support. Over half (55 percent) of the enrollees reported having at least one dependent. Of those with dependents, 33 percent have one or more dependents under 18 years of age.

Figure 2-8. Percentage of enrollees by marital status and dependents

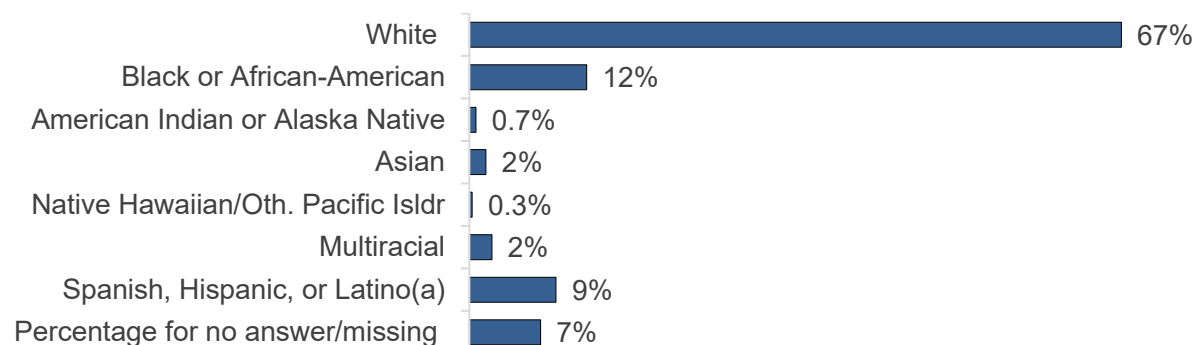


2.1.5 Ethnicity and Race

The most reported ethnicity and race were non-Hispanic and White, respectively. Two survey questions were asked to determine the ethnicity and race of the enrollee. The first question asked whether enrollees identified themselves as being of Hispanic, Latino or Spanish origin. A total of 9 percent responded “yes” to this question. The next question asked enrollees to identify their race by selecting all of the racial categories provided that applied. Three percent of enrollees self-identified with two or more races (i.e., multi-racial). Overall, 74 percent self-identified one or more of their races as White, regardless of Hispanic origin, and 13 percent self-identified one or more of their races as Black or African American, regardless of Hispanic origin.

Figure 2-9 (next page) displays race and ethnicity as mutually exclusive groups, listing enrollees who selected more than one race as multi-racial. Sixty-seven percent self-identified as White and non-Hispanic, and 12 percent self-identified as Black or African American and non-Hispanic.

Figure 2-9. Percentage of enrollees by race and ethnicity (mutually exclusive)



Note: Missing values represent those enrollees who did not answer whether they were of Hispanic origin or answered that they were not Hispanic but did not answer the race question. Respondents who selected more than one race were categorized as multiracial. Hispanic includes anyone who self-identified as Hispanic, regardless of race.

Race and Ethnicity by Age. Figure 2-10 displays the race and ethnicity of enrollees by age. Enrollees aged 65 or older were predominantly White non-Hispanic (77 percent), with 10 percent being Black non-Hispanic and 5 percent being Hispanic. In comparison, younger enrollees were more racially and ethnically diverse. For example, the proportion of White non-Hispanic enrollees drops to 58 percent among those age 45-64 and those younger than age 45. At the same time, the proportion of Black non-Hispanic enrollees and Hispanic enrollees age 45-64 increased to 18 percent and 10 percent, respectively. The proportion of Hispanic-identifying enrollees in the youngest group (15 percent) was more than twice as high as in the oldest group (six percent).

Figure 2-10. Ethnicity and race of enrollees, by age group (mutually exclusive)

Category	Age					
	<45		45-64		65+	
	N	%	N	%	N	%
Total	1,758,352	21.4	2,486,144	30.2	3,983,538	48.4
White, non-Hispanic	1,017,448	57.9	1,432,593	57.6	3,049,323	76.5
Black or African American, non-Hispanic	156,594	8.9	452,317	18.2	379,915	9.5
American Indian or Alaska Native, non-Hispanic	5,801	0.3	27,302	1.1	22,100	0.6
Asian, non-Hispanic	71,167	4.0	36,267	1.5	32,413	0.8
Native Hawaiian or Other Pacific Islander, non-Hispanic	4,753	0.3	9,341	0.4	9,428	0.2
Multiracial non-Hispanic	73,613	4.2	64,639	2.6	51,533	1.3
Spanish, Hispanic or Latino(a)	258,715	14.7	249,195	10.0	223,708	5.6
Missing/Prefer not to answer	170,261	9.7	214,490	8.6	215,120	5.4

Note: Hispanic includes anyone who self-identified as Hispanic, regardless of race. Missing values represent those enrollees who did not answer whether they were of Hispanic origin or answered that they were not Hispanic but did not answer the race question.

2.1.6 Primary Language

Most enrollees reported English as the primary language they speak at home (95 percent). Only one percent of enrollees reported speaking Spanish as their primary language at home. Figure 2-11 presents the percentage of enrollees' primary languages spoken at home.

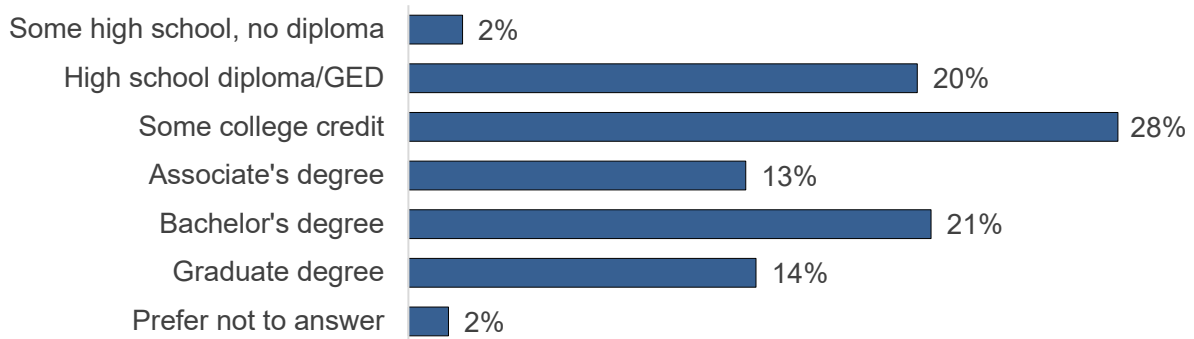
Figure 2-11. Percentage of enrollees by language primarily spoken at home



2.1.7 Education

Enrolled Veterans were asked to indicate the highest degree or year of school they completed. The largest proportion of enrollees (28 percent) have completed some college credit course, but do not have a college degree. This is followed by enrollees with a college degree (21 percent) and those with a high school degree or GED (20 percent). Figure 2-12 shows enrollees' reported educational levels.

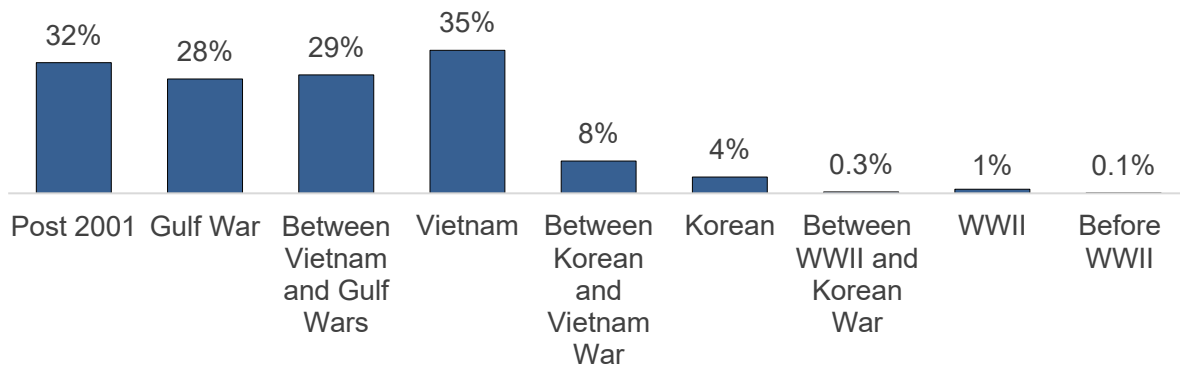
Figure 2-12. Percentage of enrollees by education level



2.1.8 Active-Duty Period of Service/Combat Experience

Enrollees provided information on the period(s) of their active-duty military service. Respondents could select multiple periods, if applicable. The largest proportion of the enrollee population served during the Vietnam War (35 percent), followed by the post-2001 period (32 percent) and the period between the Vietnam and Gulf Wars (29 percent). Another 28 percent served during the Gulf War. See Figure 2-13 (next page) for the percentage of enrollees by period of service and type of service. Most enrollees (70 percent) reported just one period of service, followed by 19 percent who reported two periods and nine percent who reported three or more periods.

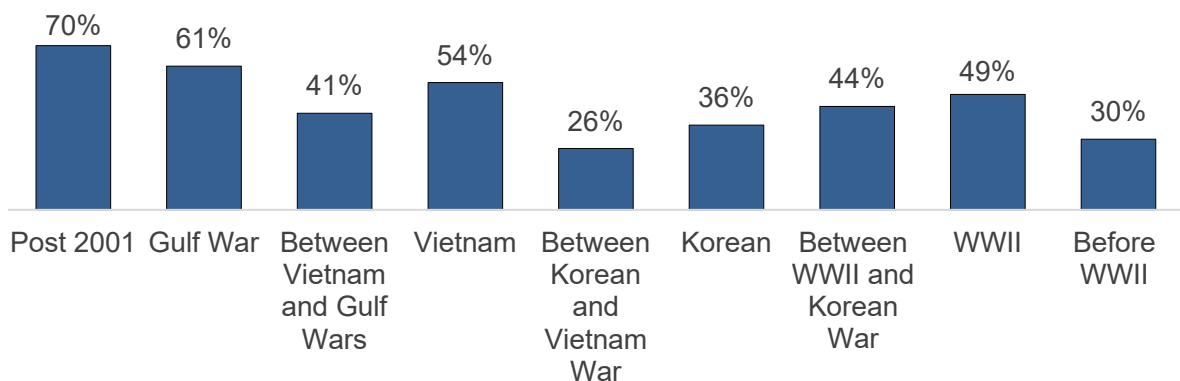
Figure 2-13. Percentage of enrollees by period of active-duty service (not mutually exclusive)



Note: Percentages sum to more than 100 percent because enrollees may select multiple periods of service. World War II (WWII) – December 1941 to December 1946. Between WWII and Korean War – January 1947 to June 1950. Korean War – July 1950 to January 1955. Between Korean War and Vietnam War – February 1955 to July 1964. Vietnam War – August 1964 to April 1975. Between Vietnam War and Gulf War – May 1975 to July 1990. Gulf War – August 1990 to August 2001. Post-2001 – September 2001 or later.

Figure 2-14 shows the percentage of enrollees that were in combat during their period of service. Enrollees who served during post-2001 had the highest combat exposure (70 percent), followed by enrollees that served in the Gulf War (61 percent) and enrollees that served in Vietnam (54 percent). Overall, around 50 percent of 2023 enrollees reported that they had been involved in or exposed to combat during their active-duty service. The combat exposure rate of the enrollees from 2019 to 2022 was typically around 47-48 percent.

Figure 2-14. Percentage of enrollees with combat service by period of active-duty service (not mutually exclusive)



Note: Percentages sum to more than 100 percent because enrollees may select multiple periods of service. World War II (WWII) – December 1941 to December 1946. Between WWII and Korean War – January 1947 to June 1950. Korean War – July 1950 to January 1955. Between Korean War and Vietnam War – February 1955 to July 1964. Vietnam War – August 1964 to April 1975. Between Vietnam War and Gulf War – May 1975 to July 1990. Gulf War – August 1990 to August 2001. Post-2001 – September 2001 or later.

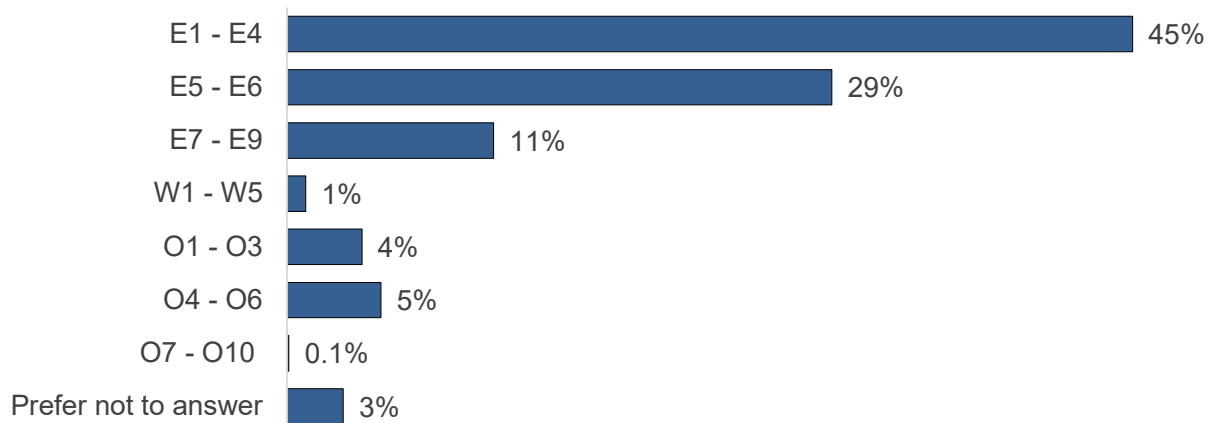
OEF/OIF/OND Enrollees (data not shown in figure). Operation Enduring Freedom (OEF) in Afghanistan took place between October 2001 and December 2014. Operation Iraqi Freedom (OIF) began in March 2003 and ended in August 2010 when Operation New Dawn (OND) began. OND represents a shift from a predominantly U.S. military presence to one that is predominantly civilian and spanned the period from September 2010 through December 2011. Given that enrollment of post-2001 Veterans continues to increase with the withdrawal of U.S. service members and their release from active duty, a distinct subset of that population includes the OEF/OIF/OND Veterans. VA administrative data files reveal these notable statistics about the 2023 OEF/OIF/OND enrollee population:

- The 2023 survey indicates that of 2,653,480 enrollees who served post-September 2001, 69 percent have OEF/OIF/OND status.
- 23 percent of the total enrollee population served in the OEF/OIF/OND conflicts, similar to 2022 (23 percent) and a slight increase over previous years (21 percent for 2021, 21 percent for 2020, and 19 percent for 2019).
- More than one in 10 (13 percent) of the OEF/OIF/OND enrollee population are female, which is higher than the 10 percent of the total enrollee population that are female.
- Enrollees with OEF/OIF/OND status are most likely to be in the youngest age group (younger than 45), making up 69 percent of the enrollees under the age of 45.
- While the majority (59 percent) of the OEF/OIF/OND enrollees are White non-Hispanic, 14 percent identified themselves as Hispanic. By comparison, people who identify as Hispanic account for just nine percent of the non-OEF/OIF/OND enrollee population.
- OEF/OIF/OND enrollees self-reported an unemployment rate of seven percent, which is about one percentage point less than the unemployment rate of the total enrollee population (eight percent).

2.1.9 Rank and Pay Grade

Enrollees provided the highest rank and pay grade they held while in the military. Nearly half of enrollees exited the military as junior (E1-E4) to mid-grade (E5-E6) enlisted personnel (45 percent and 29 percent respectively). Eleven percent of enrollees reached the ranks of E7-E9 during their time in the military. For officers, the highest number of enrollees were mid-grade officers achieving the rank O4-O6 (five percent). Figure 2-15 (next page) displays the percentage of enrollees by rank and pay grade.

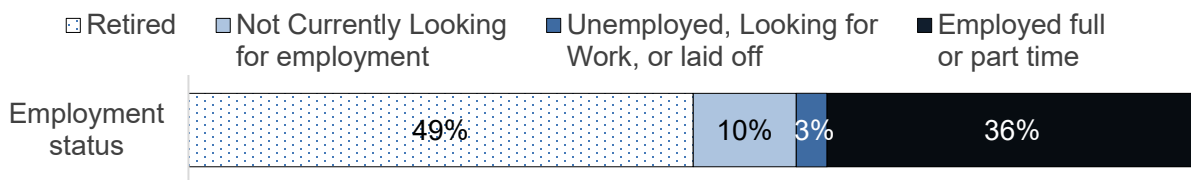
Figure 2-15. Percentage of enrollees by rank and pay grade



2.1.10 Employment Status

The U.S. economic and employment climates likely affect the number of enrollees seeking health care benefits from the VA, given that most Americans with health insurance get coverage from their employers.⁹ Of all enrollees in 2023, 39 percent were in the labor force (employed full-time or part-time or unemployed looking for work), 10 percent were not looking for work, and half (49 percent) were retired. Figure 2-16 shows the percentage of enrollees by employment status.

Figure 2-16. Percentage of enrollees by employment status



Employment Status by Age. Employment status varies across age groups. Enrolled Veterans 65 and older are generally not in the labor force (89 percent). The youngest age group (<45) was more likely than other age groups to be employed full- or part-time (70 percent). Figure 2-17 (next page) shows employment status by age group.

⁹ Frakt, A.B., Hanchate, A., and Pizer, S.D. (2015). The effect of Medicaid’s expansions on demand for care from the Veterans Health Administration. *Healthcare*, 3(3), 123-128. As cited in Yee, C., Frakt, A., and Pizer, S. (2016, March). *Economic and policy effects on demand for VA care* (policy brief). Washington, DC: Partnered Evidence-Based Policy Resource Center.

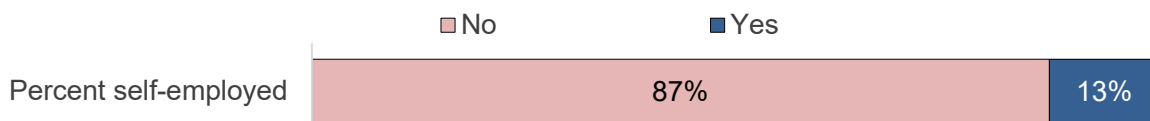
Figure 2-17. Employment status of enrollees, by age group

Category	<45		45 – 64		65+		Total
	#	%	#	%	#	%	
Employed full or part-time	1,230,743	70.0	1,415,463	56.9	340,264	8.5	2,986,470
Unemployed, looking for work	129,941	7.4	113,701	4.6	29,173	0.7	272,815
Retired	55,726	3.2	580,324	23.3	3,402,312	85.4	4,038,362
Not currently looking for work	313,682	17.8	348,412	14.0	160,139	4.0	822,233
Missing	28,259	1.5	52,982	2.1	74,511	1.9	150,166
Employment total	1,758,352	100.0	2,486,144	100.0	3,983,538	100.0	8,228,035

Note: Percentages may not sum to 100 percent due to rounding. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

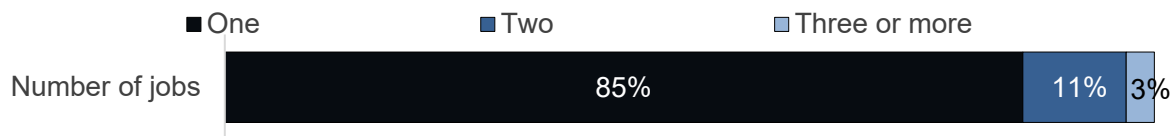
Self-Employment. Of Veteran enrollees who are employed, 13 percent reported being self-employed, with most indicating they are not self-employed (87 percent). See Figure 2-18.

Figure 2-18. Percentage of enrollees by self-employed



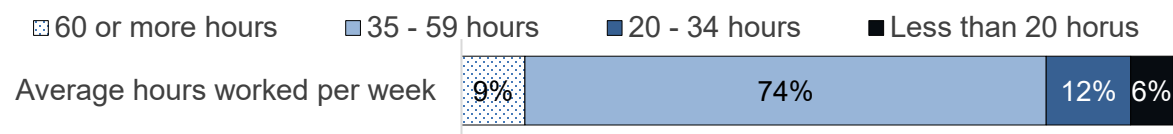
Number of Jobs. When employed Veteran enrollees were asked about the number of jobs they hold, 85 percent reported they have one job, 11 percent have two, and three percent have three or more jobs (see Figure 2-19).

Figure 2-19. Percentage of enrollees by number of jobs



Average Hours Worked per Week. Most employed enrollees (74 percent) worked an average of 35-59 hours per week, while around 12 percent of Veteran enrollees worked less than full-time, working an average of 20-34 hours per week. See Figure 2-20.

Figure 2-20. Percentage of enrollees by average hours worked per week

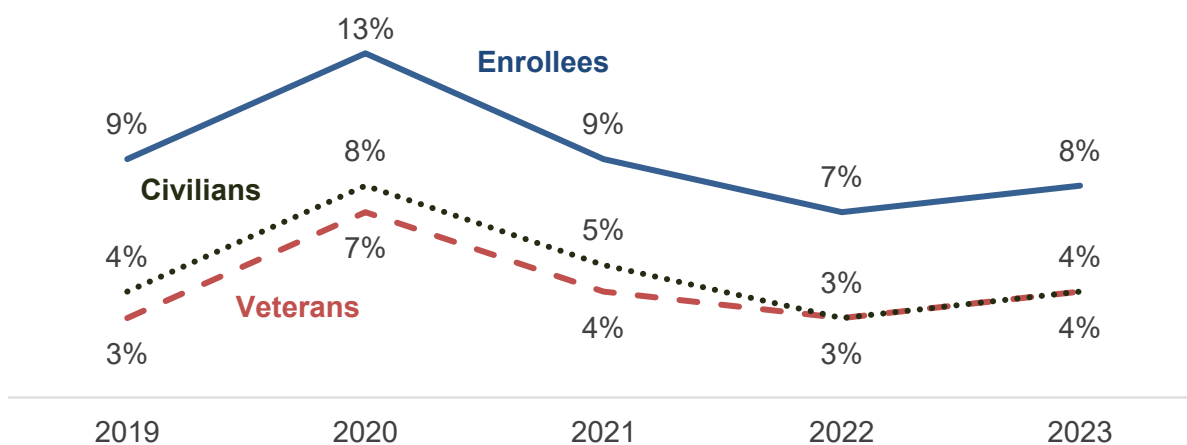


Unemployment Rate. The Bureau of Labor Statistics (BLS) of the U.S. Department of Labor calculates the unemployment rate by dividing the number of individuals who do not have a job

but are available for work and have actively sought work by the total number of people in the labor force.¹⁰ The labor force comprises those who are either employed or not employed but actively looking for a job.

In the 5 years between 2019 and 2023, the unemployment rate for enrollees was nearly double that of both civilians and Veterans. In 2023, the unemployment rate slightly increased for all three groups, with enrollees experiencing a one percentage point increase, from a seven percent unemployment rate in 2022 to eight percent as of September 2023. Figure 2-21 shows unemployment rates for civilians, all Veterans, and enrollees over the past five years.

Figure 2-21. Unemployment rates by population, 2019 to 2023



Note: Data for 2019 through 2022 represent annual estimates. Data for 2023 civilians and Veterans represent unemployment rates as of September 2023. Veterans include enrolled Veterans. Sources: Civilians and Veterans data, 2018-2022: *Employment Situation of Veterans Summary Table A*. Available at: <https://www.bls.gov/news.release/vet.a.htm>. Civilians and Veterans data, 2023. U.S. Bureau of Labor Statistics, 2023: Economic News Release, Table A-5, October 2023. Available at: <https://www.bls.gov/news.release/empsit.t05.htm>.

Unemployment Rate by Enrollee Demographic Characteristics. The unemployment rate is highest among Black (12 percent) and Hispanic (11 percent) enrollees. Hispanic enrollees also show a higher rate of unemployment (11 percent) compared to White non-Hispanic enrollees (seven percent). Female enrollees show a higher unemployment rate (11 percent) compared to male enrollees (eight percent). Figure 2-22 (next page) shows the unemployment rates for enrollees by various sociodemographic characteristics.

¹⁰ Available at: <https://www.bls.gov/cps/lfcharacteristics.htm#unemp>.

Figure 2-22. Enrollee unemployment rates, by demographic characteristics

Demographic Group	In Labor Force (#)	Unemployed (#)	Unemployment Rate (%)
Total	3,259,285	272,815	8.4
Gender			
Female	456,047	48,924	10.7
Male	2,803,238	223,891	8.0
Age Group			
<45	1,360,684	129,941	9.5
45 – 64	1,529,164	113,701	7.4
65+	369,437	29,173	7.9
Ethnicity			
Hispanic	373,282	41,551	11.1
Non-Hispanic	2,623,252	209,033	7.9
Race and Ethnicity (mutually exclusive)			
White non-Hispanic	1,999,721	136,575	6.8
Black non-Hispanic	418,400	49,784	11.9
American Indian/Alaska Native non-Hispanic	20,197	NA	NA
Asian non-Hispanic	91,967	NA	NA
Native Hawaiian or Other Pacific Islander non-Hispanic	9,774	NA	NA
Multiracial non-Hispanic	93,929	NA	NA
Missing/Prefer not to answer	252,016	20,651	8.2
Hispanic	373,282	41,551	11.1

Note: “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Respondents who selected more than one race were categorized as multiracial. Hispanic includes anyone who self-identified as Hispanic, regardless of race. Differences between all subgroups except ethnicity are statistically significant at the p<0.01 level (Chi squared test).

Unemployment Rate by Sociodemographic Characteristics. Figure 2-23 (next page) presents the enrollee unemployment rate by additional sociodemographic characteristics including collapsed Priority Group, education, urban/rural status, rank and pay grade, and period of service. Veteran enrollees in Priority Group 1 have a higher unemployment rate (nine percent) than those in Priority Groups 2-8 (eight percent). By education, enrollees with the highest unemployment rate are those with some college credit but no degree (10 percent). A greater percentage of urban enrollees (10 percent) are unemployed compared to rural or highly rural enrollees (seven percent). The unemployment rate for Veterans whose highest military rank was E1-E4 was 10 percent. There was little variation in the unemployment rate by enrollee’s period of service.

Figure 2-23. Enrollee unemployment rates, by sociodemographic characteristics

Demographic Group	In Labor Force (#)	Unemployed (#)	Unemployment Rate (%)
Total	3,259,285	272,815	8.3
Collapsed Priority Group			
Priority Group 1	1,337,341	123,414	9.2
Priority Group 2-8	1,921,944	149,401	7.8
Education			
Some high school or High school diploma (including GED)	413,567	35,569	8.6
Some college credit, no degree	832,485	83,534	10.0
Associate's degree (AA/AS)	500,443	41,012	8.2
Bachelor's Degree (BA/BS)	863,156	71,909	8.3
Graduate Degree (MA/MS, PhD, Post Doc, MD, JD)	595,228	35,640	6.0
Urban/Rural			
Urban	2,281,965	206,578	9.5
Rural and High Rural	976,515	66,065	6.7
Rank and Pay Grade			
E1 – E4	1,430,908	147,634	10.3
E5 – E6	1,027,311	83,120	8.1
E7 – E9	377,360	16,687	4.4
Officers (O1 – O10) and Warrant Officers (W1 – W5)	384,416	17,800	4.6
Period of Service			
Prior to Vietnam War	42,250	2,895	6.8
Vietnam War	268,787	20,197	7.5
Between Vietnam and Gulf War	941,989	69,874	7.4
Gulf War	1,405,891	105,354	7.5
Post-2001	1,917,442	132,902	6.9

Note: “Prior to Vietnam War” includes all enrollees who served before August 1964. Period of Service categories are not mutually exclusive, and enrollees can be counted in more than one category. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

2.1.11 Income

Enrollees provided their total annual household income by selecting from a series of income ranges. Results of the 2023 Survey of Enrollees showed that over half (72 percent) of enrollees reported a household income of \$35,000 or higher (see Figure 2-24 (next page)). One-quarter of enrollees reported their household income is \$75,000 or more.

Figure 2-24. Percentage of enrollees by income group

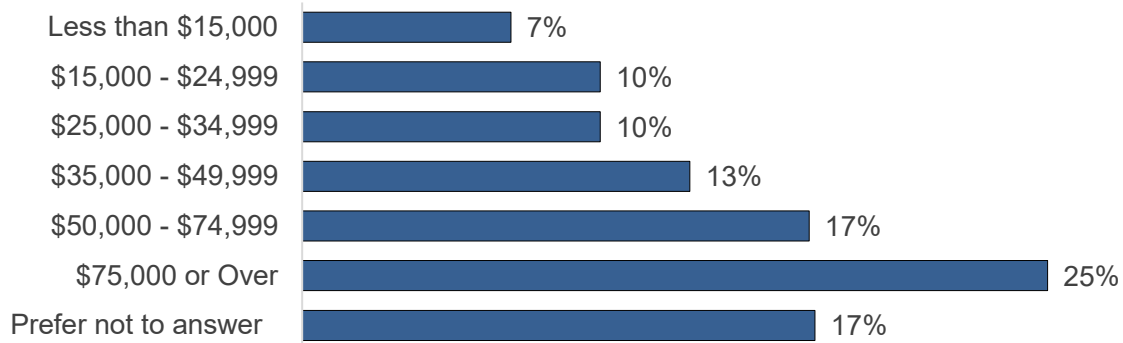
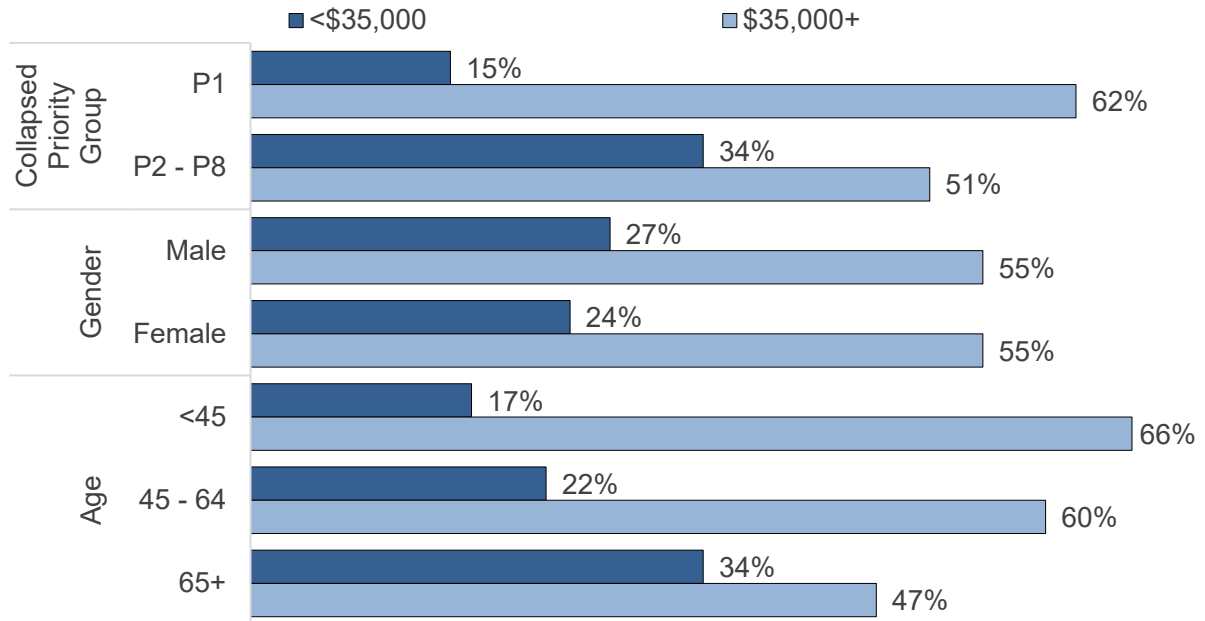


Figure 2-25 displays income by gender, age, and collapsed Priority Group. Nearly 47 percent of enrollees 65 and older had a household income of \$35,000 or higher. Among the youngest age groups (age <45 and 45 to 64), over half had a household income greater than \$35,000 (66 percent and 60 percent, respectively). The percentage of male enrollees with household incomes of \$35,000 or more was the same as that of female enrollees (55 percent).

Figure 2-25. Percentage of enrollees by gender, age, and collapsed income group



Note: Percentages do not add to 100 due to missing income data. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

3. PUBLIC AND PRIVATE HEALTH INSURANCE

Enrolled Veterans have varied health insurance options, ranging from private insurance to TRICARE, Medicare, or Medicaid. Having insurance coverage has been found to be associated with less reliance on VA Health Care.^{11,12} Enrolled Veterans with multiple forms of coverage could experience challenges in continuity and coordination of care. This chapter discusses insurance options available to VA enrollees and how the options interact with VA Health Care.

TRICARE. TRICARE is the Department of Defense's (DoD's) health care program that serves active-duty military and active members of the reserves and National Guard. Veterans are eligible for TRICARE if they are military retirees who have served at least 20 years. Family members of active-duty military and service members are enrolled in TRICARE at no cost. Retirees and their dependents must pay an annual premium. In 2001, enrollment was extended to retirees over the age of 65 with the advent of TRICARE for Life, which is wraparound coverage for those in Medicare. TRICARE for Life pays for costs not covered by Medicare.

Medicare. Medicare is a federal health insurance program for individuals 65 years or older and those under the age of 65 with certain disabilities. There are two ways to enroll in Medicare: Original Medicare and Medicare Advantage. Original Medicare is a fee-for-service program that includes Part A (hospital) and Part B (medical) coverage. Part A covers hospital stays but not doctor's care. Beneficiaries are automatically enrolled in Part A when they enroll in Medicare. Part A beneficiaries do not pay a premium but must meet a deductible before Medicare will cover hospitalization costs. Part B is optional and requires a monthly premium and deductibles. Individuals under the age of 65 who receive disability benefits from Social Security for 2 years are automatically enrolled in Medicare Part A and Part B. Medicare Advantage (Part C) is a managed care option consisting of plans offered by private companies that contract with Medicare to provide Part A and Part B coverage.

Individuals have the option to augment Medicare by purchasing Medicare Supplement Insurance, or Medigap, which is bought from private insurers to pay health care costs not covered by Medicare, such as co-payments, deductibles, and health care for travel outside the United States. Some individuals prefer to purchase Medicare Advantage, which is usually provided by Health Management (HMO) or Preferred Provider Organizations (PPO) that are approved by Medicare to provide Part A and Part B coverage.

Prescription drug coverage is available separately under Medicare Part D which is a voluntary prescription drug benefit program available to anyone enrolled in both Medicare Part A and Part B. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription

¹¹ Borowsky, S.J., and Cowper, D.C. (1999). Dual use of VA and non-VA primary care. *Journal of General Internal Medicine*, 14(5), 274-280. <https://doi.org/10.1046/j.1525-1497.1999.00335.x>.

¹² Shen, Y., Hendricks, A., Wang, F., Gardner, J., and Kazis, L.E. (2008). The impact of private insurance coverage on Veterans' use of VA care: Insurance and selection effects. *Health Services Research*, 43(1 Pt 1), 267-286. [The Impact of Private Insurance Coverage on Veterans' Use of VA Care: Insurance and Selection Effects – Shen – 2008 – Health Services Research – Wiley Online Library](#).

medications through these private plans. Some Medicare Advantage plans may also provide Medicare Part D coverage. Medicare Part D is discussed in greater detail under Prescription Drug Coverage and Use in Chapter 4.

Medicaid. Medicaid is a state-administered health plan for individuals and families with low incomes and limited resources. Veterans who qualify for Medicaid do not pay co-payments for VA Health Care. Prior to the Affordable Care Act (ACA), Medicaid coverage for adults was limited. However, the ACA provides states with additional funding to expand Medicaid to adults with incomes up to 138 percent of the Federal Poverty Level (FPL). This accounts for 47.7 percent of uninsured Veterans who are eligible for Medicaid coverage under the ACA in states with the expanded coverage.¹³ In most states, individuals with disabilities who receive Supplemental Security Income (SSI) automatically qualify for Medicaid coverage.

Private Insurance. Private insurance is available when provided through a Veteran’s employer, spouse, or other non-federal source, including state marketplaces established under the ACA.

3.1 Insurance Status

The availability of public or private insurance coverage is one of the most important factors related to enrollee use of VA Health Care services. Most enrollees (84 percent) reported that they had some type of public or private insurance coverage. Half of enrollees (51 percent) reported Medicare coverage, while 5 percent reported Medicaid coverage and 30 percent reported private insurance coverage. TRICARE coverage was reported by 28 percent of enrollees, which is an increase compared to 2022 (23 percent). Among those with Medicare, 25 percent reported Medicare Part D Coverage, 23 percent reported Medicare Advantage coverage, and 26 percent reported that they purchased a private Medicare Supplement. Figure 3-1 shows the percentage of enrollee coverage by various insurance types.

Figure 3-1. Percentage of enrollees reporting each type of insurance coverage

Type of Insurance	#	%
Medicare ^a	4,151,876	50.5
Medicare Advantage ^b	940,154	22.6
Private Medicare Supplement ^b	1,074,647	25.9
Medicare Part D ^b	1,047,303	25.2
Medicaid ^a	410,757	5.0
TRICARE ^a	2,299,854	28.0
Private coverage ^a	2,427,832	29.5
No coverage ^a	1,344,179	16.3

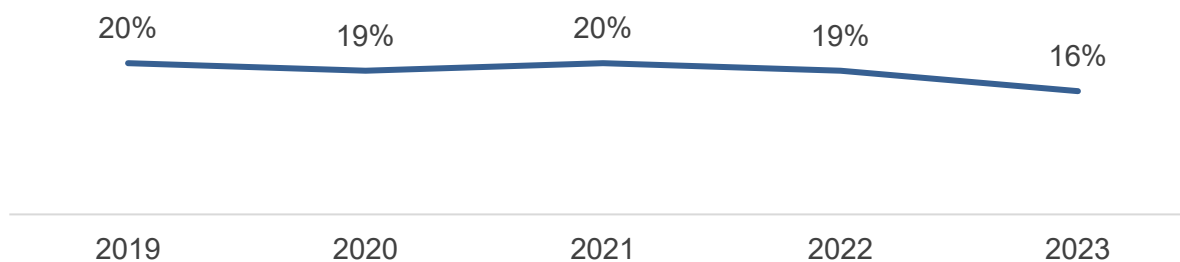
^a Denominator is all enrollees. Weighted N = 8,228,035 enrollees.

^b Denominator is enrollees with Medicare. Weighted N = 4,151,876 enrollees.

¹³ Banthin, J., Haley, J., and Simpson, M. (2023, November). Uninsured Veterans in the US Greater Expansion and Take-Up of Medicaid and Marketplace Coverage Has the Potential for Coverage Gains. Washington, DC: Robert Wood Johnson Foundation/Urban Institute. Available at: <https://www.rwjf.org/en/insights/our-research/2023/11/uninsured-veterans-in-the-us-and-potential-for-coverage-gains.html>.

In this report, “uninsured” refers to the lack of any alternative insurance coverage, either public or private. Enrollees who did not report that they had Medicare, Medicaid, TRICARE, or private insurance coverage are considered to be uninsured.¹⁴ In 2023, 16 percent of enrollees reported no public or private insurance coverage. The percentage of enrollees who do not report insurance coverage decreased in 2023 (see Figure 3-2).

Figure 3-2. Percentage of enrollees with no insurance coverage 2019-2023, by year

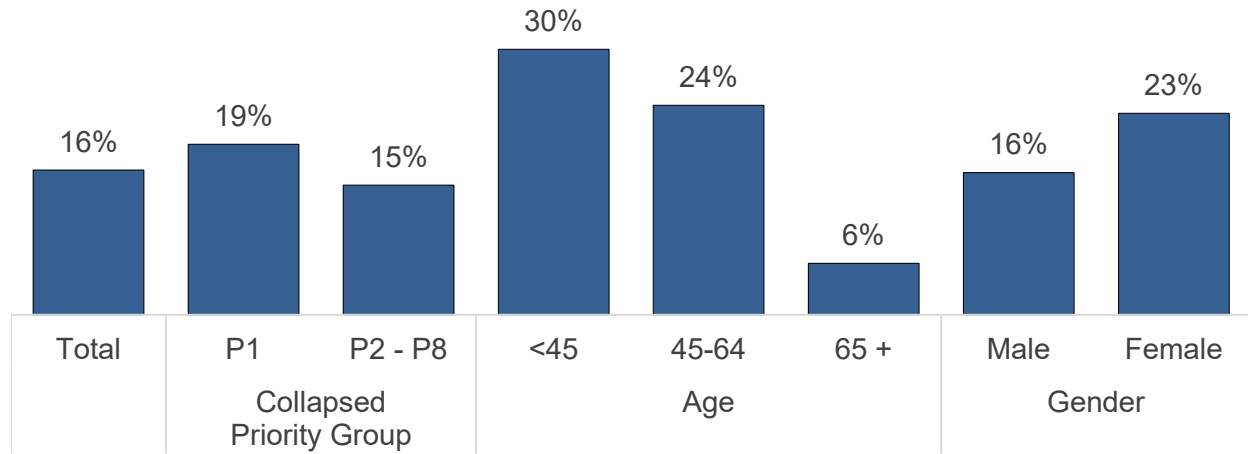


Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees.

Insurance Coverage by Demographic and Socioeconomic Characteristics. As shown in Figure 3-3 (next page), enrollees in Priority Group 1 were more likely to be uninsured than those in Priority Groups 2-8 (19 percent compared to 15 percent, respectively). Uninsured rates were also highest among younger enrollees. Compared with 6 percent of enrollees age 65 or older and 24 percent of enrollees age 45 to 64, 30 percent of enrollees younger than age 44 lacked public or private insurance coverage. A greater proportion of female enrollees were uninsured (23 percent) compared to male enrollees (16 percent).

¹⁴ Enrollees who did not answer the questions about insurance were considered to be uninsured as they did not report alternative insurance coverage. This includes enrollees who did not answer any of the questions or who answered “No” to some of the questions and did not answer other questions as insurance could not be determined. This was done to be consistent with the definition of no insurance coverage in previous years’ reports so that trends could be examined. Approximately 0.2 percent of enrollees did not answer the questions on insurance status. Excluding these enrollees would decrease the percentage with no coverage from 18.8 percent to 18.6 percent.

Figure 3-3. Percentage of enrollees with no insurance

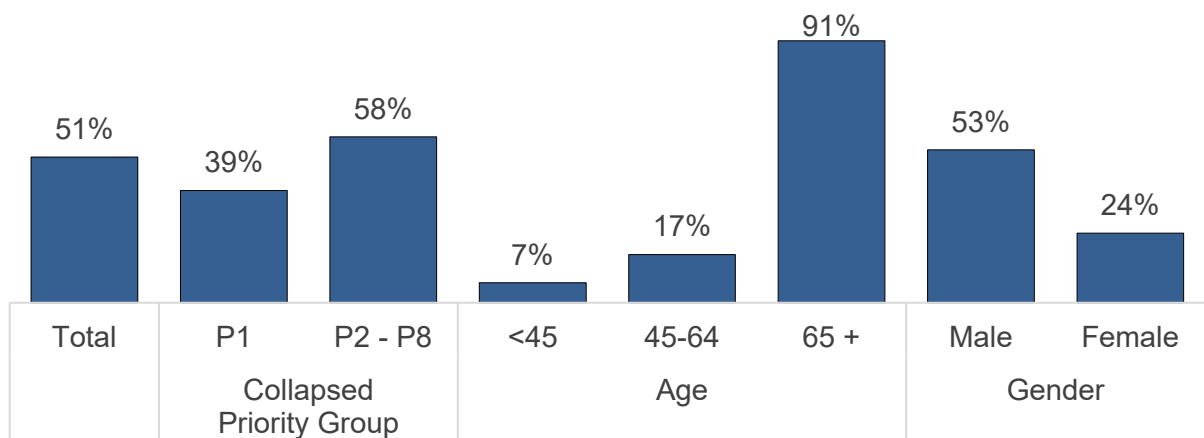


Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

3.2 Medicare Coverage

The 2023 survey identified 51 percent of enrollees as having Medicare coverage (see Figure 3-1 above). Figure 3-4 shows the percentage of enrollees in Medicare by demographic characteristics and Priority Group. Medicare enrollees were more likely to be in Priority Groups 2-8. As expected, enrollees age 65 years or older were much more likely to have Medicare than younger enrollees. Additionally, a greater percentage of male enrollees (53 percent) had Medicare coverage compared to female enrollees (24 percent).

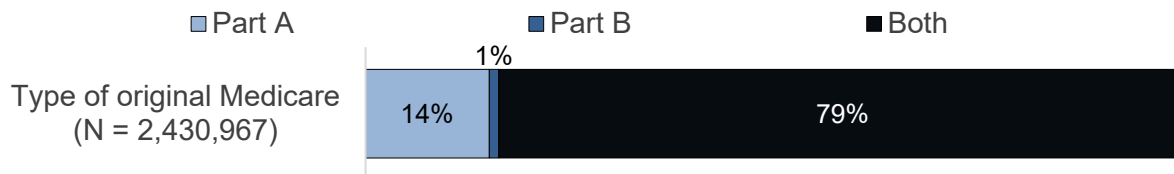
Figure 3-4. Percentage of enrollees with Medicare coverage



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

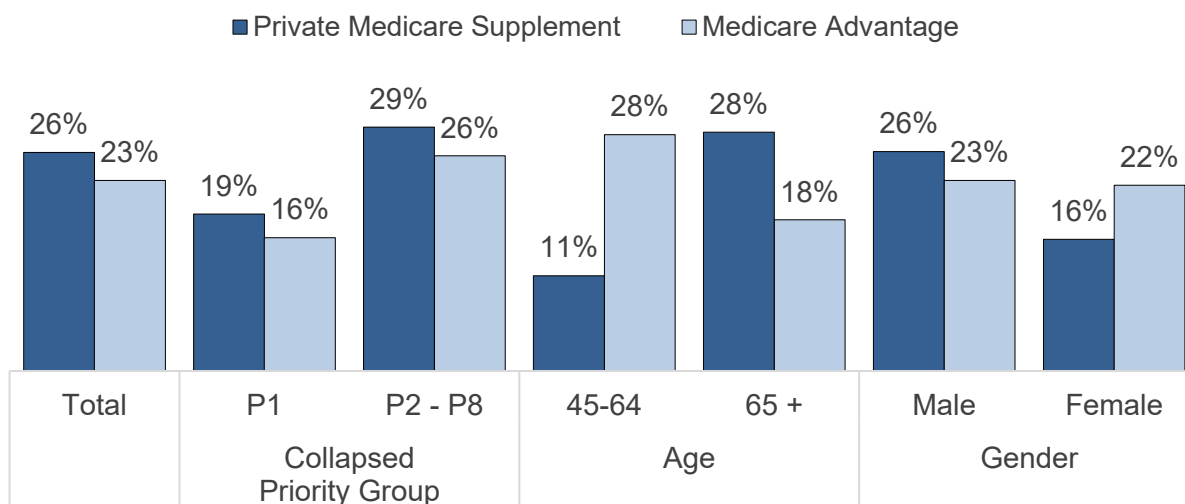
Most enrollees that reported they have Medicare were covered by both Part A and Part B (79 percent). Only 14 percent indicated they only have Part A Medicare coverage. See Figure 3-5.

Figure 3-5. Percentage of enrollees with Medicare Part A coverage, Part B coverage, or both coverage



The survey asked respondents whether they were enrolled in Medicare and, if so, whether they were enrolled in a Medicare Advantage plan. For those not in a Medicare Advantage plan, the survey asked about enrollment in a private insurance to supplement Medicare. Figure 3-6 shows Medicare Advantage and private Medicare supplement coverage for enrollees with Medicare by demographic characteristics and Priority Group. VA enrollees with a private Medicare supplement or Medicare Advantage coverage tended to be those in Priority Groups 2-8 (29 percent and 26 percent, respectively). More enrollees age 45 to 64 had Medicare Advantage than enrollees 65 and older; however, more older enrollees (65 and older) had a private Medicare supplement. Overall, more male enrollees had private Medicare supplemental coverage than female enrollees (26 and 16 percent respectively).

Figure 3-6. Percentage of enrollees with Medicare Advantage and private Medicare supplemental coverage, by Priority Group, age, and gender



Note: Denominator is enrollees with Medicare. The percentage for <45 is not displayed as the frequency is too small (unweighted n<30) to provide a reliable estimate. Weighted N = 4,151,876 enrollees. Differences in private Medicare supplemental coverage in each subgroup are statistically significant at the p<0.01 level (Chi squared test). Differences in Medicare Advantage coverage for age and collapsed Priority Group are statistically significant at the p<0.01 level (Chi squared test).

3.2.1 Medicare Part D Coverage

The Medicare Prescription Drug, Improvement, and Modernization Act of 2003, otherwise known as the Medicare Modernization Act (MMA), expanded the federal Medicare program by creating the prescription medication benefit called Part D. Prior to this law, Medicare did not offer a prescription drug benefit. Medicare Part D is a voluntary program available to anyone enrolled in Medicare Part A and/or Part B. Although most Medicare Advantage plans contain a prescription coverage plan, Part D is available to those whose plans do not cover prescriptions. There are numerous Part D plans available, depending on the recipient's specific needs, income, and region. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription medications through Medicare Part D. As of October 2023, more than 50 million Medicare beneficiaries were enrolled in Medicare Part D.¹⁵

The VA prescription drug benefit is considered to be “creditable” coverage, which means that, on average, it provides benefits that meet or exceed those provided by Medicare Part D. Enrollees can have both VA prescription drug benefits and Medicare Part D coverage. However, VA prescription benefits and Medicare Part D do not work together. VA prescription drug benefits cover medications obtained through VA providers, whereas Medicare Part D coverage generally does not cover medications obtained through VA providers. Although the VA pharmacy benefit is deemed equivalent to Medicare Part D, enrolled Veterans who meet low-income assistance thresholds under Medicare Part D may reduce out-of-pocket expenses more by using Medicare Part D than by using the VA pharmacy, thereby making Medicare Part D more attractive.¹⁶

Some Medicare Part D beneficiaries whose cost-sharing expenses exceed a certain threshold enter the coverage gap, colloquially called the “donut hole.”¹⁷ To get out of the coverage gap, beneficiaries had to pay a greater portion out of pocket until they reached the gap ceiling, after which they are covered under Part D again. The ACA endeavored to phase out the gap in coverage by requiring manufacturers to maintain a discount on the price of covered brand-name drugs in the coverage gap, reducing co-payments for brand-name and generic drugs in the gap, and gradually lowering co-payments to the level that applied before the gap. In 2020, Medicare considered the coverage gap in Part D benefits “closed,” as the coinsurance rates had been lowered to 25 percent for both brand-name and generic drugs, meaning that based on the Centers for Medicare and Medicaid Services (CMS) Standard Model Medicare Part D plan, beneficiaries were paying the same cost-sharing in both the initial coverage phase and in the coverage gap.¹⁸ Though the gap has closed, in 2023, Medicare Part D beneficiaries still pay out-of-pocket costs once they pass the initial benefit period threshold of \$4,660 spent on

¹⁵ Available at: <https://www.kff.org/medicare/fact-sheet/an-overview-of-the-medicare-part-d-prescription-drug-benefit/> and <https://www.kff.org/medicare/issue-brief/key-facts-about-medicare-part-d-enrollment-and-costs-in-2023>.

¹⁶ Available at: <http://www.ncbi.nlm.nih.gov/pubmed/17909387>.

¹⁷ Available at: <https://medicare.com/medicare-part-d/coverage-gap-donut-hole-made-simple/>.

¹⁸ Available at: https://q1medicare.com/PartD-MedicarePartD_DonutHole_Discount.php.

prescription medications.¹⁹ When total out-of-pocket costs reach \$7,400, the beneficiary will reach the Catastrophic Benefit Period and pay minimal coinsurance or co-payment costs.²⁰ Changes to Medicare Part D under the Inflation Reduction Act to address the “donut hole” will start in 2024.²¹

In 2023, enrollees who had Medicare coverage were asked if they had Medicare Part D. A quarter (25 percent) of enrollees with Medicare coverage reported that they had Medicare Part D coverage (Figure 3-7).

Figure 3-7. Among enrollees with Medicare, percentage with Medicare Part D coverage

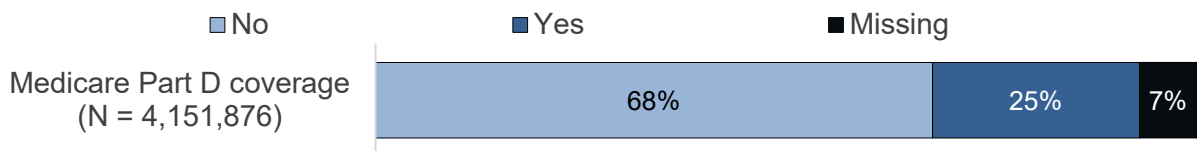
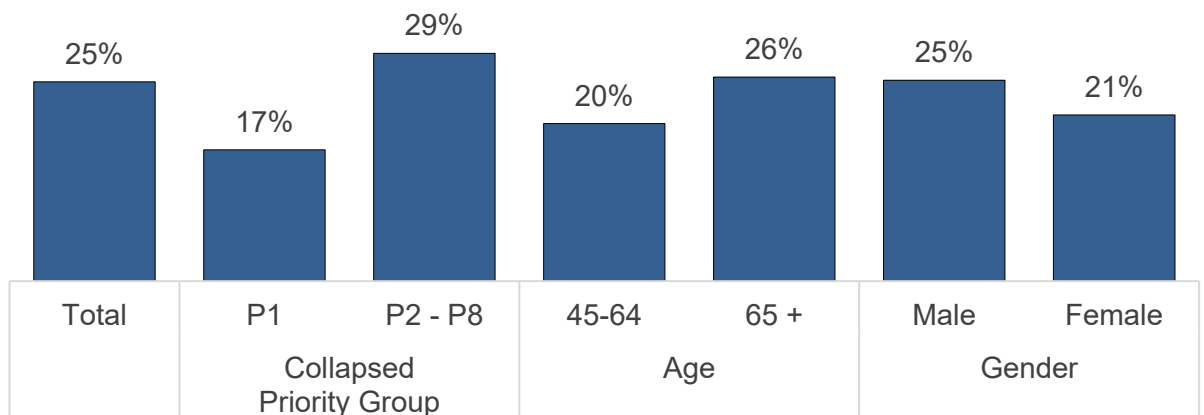


Figure 3-8 shows that enrollees in Priority Group 1 were less likely than enrollees in Priority Groups 2-8 to have Medicare Part D coverage. Additionally, more enrollees age 65 and older (26 percent) had Medicare Part D coverage than those age 45 to 64 (20 percent).

Figure 3-8. Among enrollees with Medicare, the percentage with Medicare Part D coverage



Note: Denominator is enrollees with Medicare. Weighted N = 4,151,876 enrollees. The percentage for <45 is not displayed as the frequency is too small (unweighted n<30) to provide a reliable estimate. Differences between collapsed Priority Group and Age are statistically significant at the p<0.05 level (Chi squared test).

¹⁹ Available at: <https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/costs-in-the-coverage-gap>.

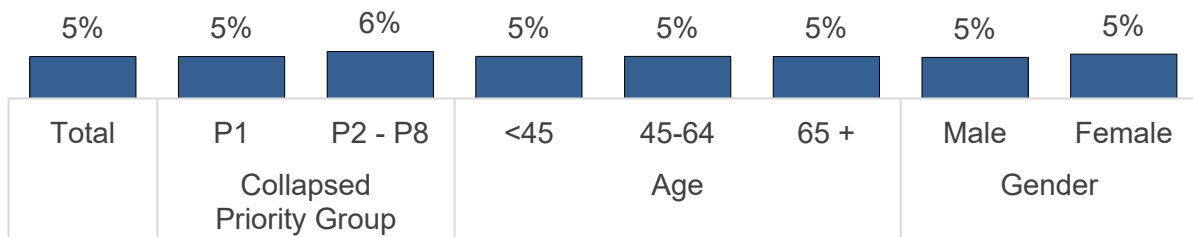
²⁰ <https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/catastrophic-coverage#:~:text=In%202023%2C%20once%20your%20out,rest%20of%20the%20calendar%20year>.

²¹ Available at: <https://www.ncoa.org/article/donut-hole-part-d>.

3.3 Medicaid Coverage

The 2023 survey identified 5 percent of enrollees as having Medicaid coverage (see Figure 3-1 above). Figure 3-9 shows the percentage of Medicaid coverage by demographic group and collapsed Priority Group. The percentage of enrollees across age, gender, and collapsed Priority Group are relatively even around five percent.

Figure 3-9. Percentage of enrollees with Medicaid coverage

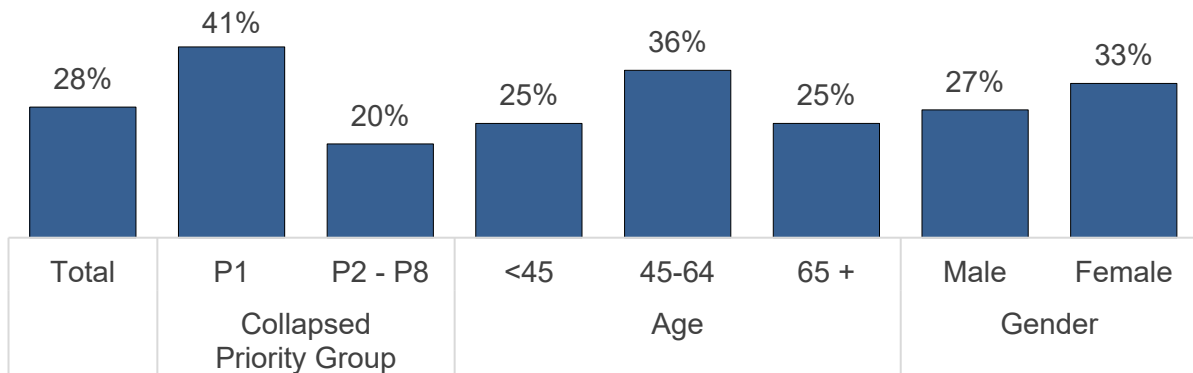


Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees.

3.4 TRICARE Coverage

Twenty eight percent of 2023 enrollees reported having TRICARE (including Tricare Prime, Tricare Select, and Tricare for Life) coverage (see Figure 3-1 above), an increase of 5 percentage points from 2022. Figure 3-10 show that TRICARE coverage was most common among enrollees in Priority Group 1. These enrollees generally have service-connected disabilities and were about twice times as likely as other Priority Groups to have this coverage. Female enrollees were slightly more likely to have TRICARE than male enrollees (33 vs. 27 percent, respectively). Those between the ages of 45 and 64 were more likely than younger and older enrollees to report having TRICARE coverage.

Figure 3-10. Percentage of enrollees with TRICARE coverage

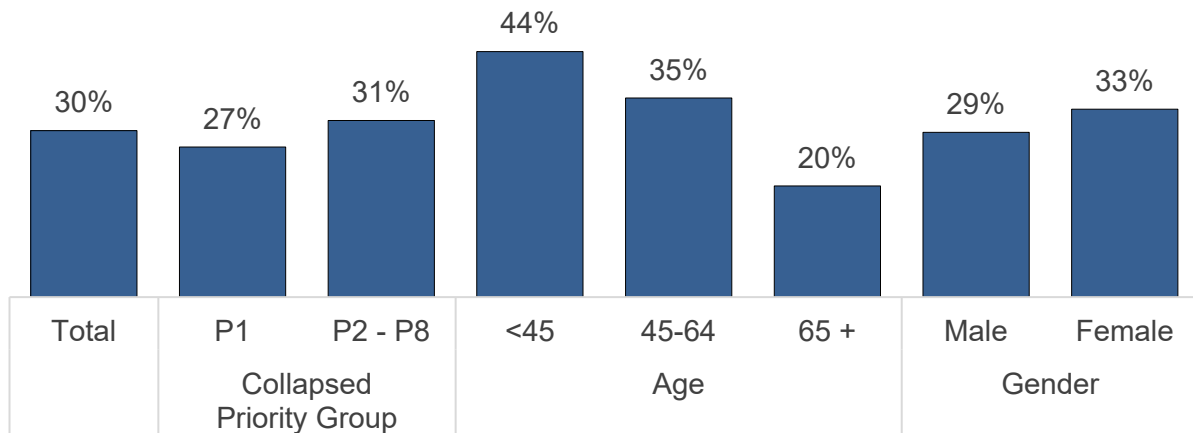


Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

3.5 Private Individual or Group Health Plans

Thirty percent of 2023 enrollees reported having private health insurance coverage (see Figure 3-1 above), up two percentage points from 2022. Enrollees were asked whether they were covered by individual or group health plans through an employer, spouse or domestic partner’s employer, union, or through some other source. Figure 3-11 show that enrollees younger than 45 years of age were more likely than their respective counterparts to have private insurance. Among Priority Groups, those in Priority Group 1 were the least likely to be covered by private individual or group health plans (27 percent) compared with enrollees in Priority Groups 2-8 (31 percent). One-third (33 percent) of female enrollees had private or group health insurance coverage as compared to 29 percent of male enrollees.

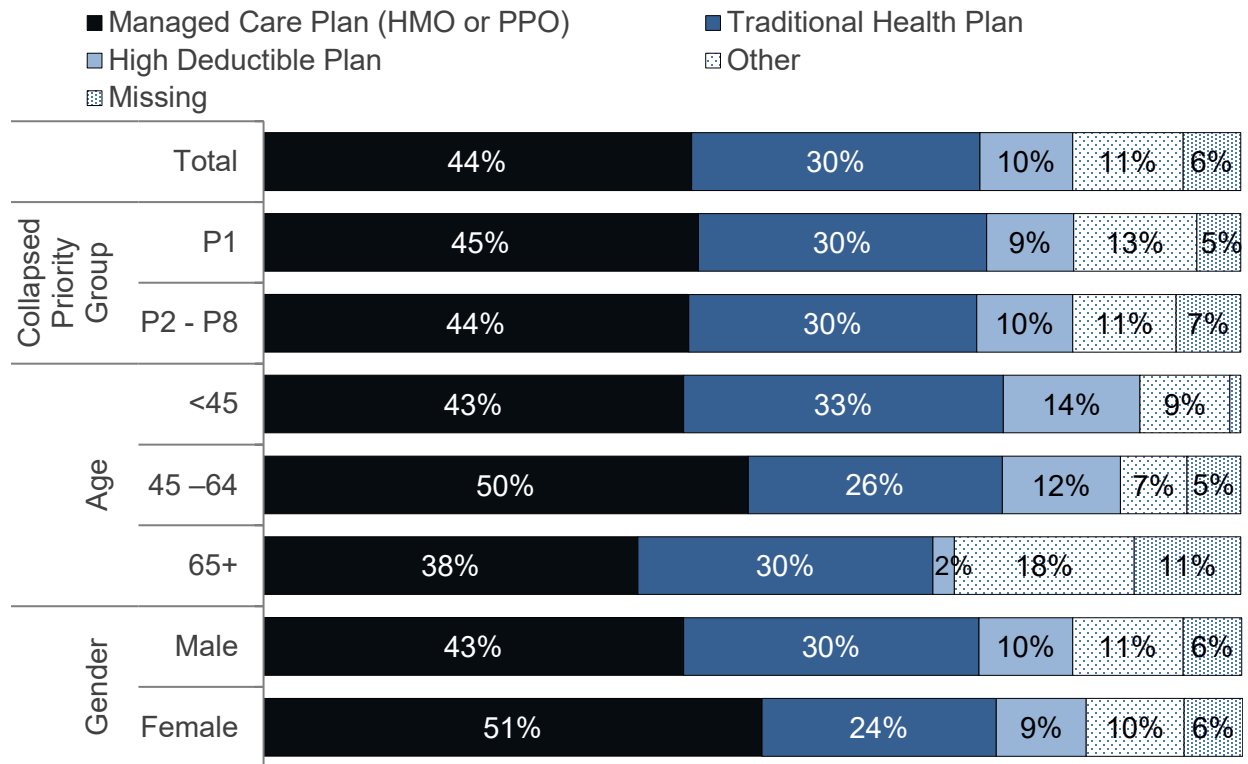
Figure 3-11. Percentage of enrollees with private or group health plans



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

Figure 3-12 (next page) shows the type of individual and group plans for enrollees by collapsed Priority Group and demographic characteristics. Overall, 44 percent of enrollees with private health insurance have a managed care plan (HMO or PPO), 30 percent have a traditional health plan, 10 percent have a high deductible plan, and 11 percent indicated they have some other type of plan. The type of private health plan varied by age of the enrollee. Half of enrollees age 45 to 64 with private insurance have a managed health care plan (HMO or PPO). Enrollees 65 or older were less likely to have a high deductible plan as compared to enrollees 45 to 64 or enrollees under the age of 45. Distribution of these types of private health insurance plans were relatively similar for Priority Group 1 compared with Priority Groups 2-8.

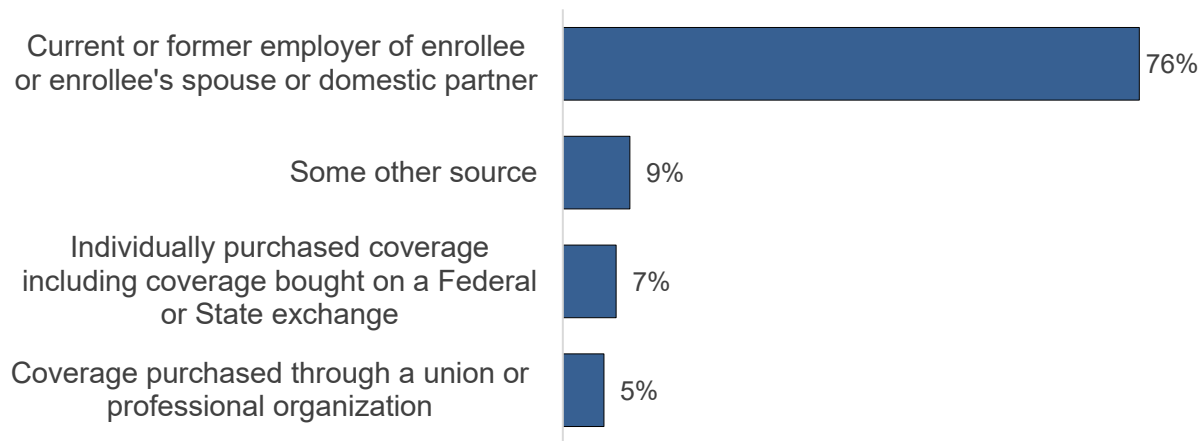
Figure 3-12. Percentage of enrollees by type of individual or group plans, Priority Group, age, and gender



Note: Denominator is enrollees with private insurance. Weighted N = 2,427,832 enrollees. Data labels are not shown when the percentage is below 1. Differences between collapsed Priority Groups and age are statistically significant at the p<0.05 level (Chi squared test).

Figure 3-13 (next page) show that, among enrollees covered by a private or group health plan, three-quarters (76 percent) were covered by their current or former employer or their spouse/domestic partner. The next two most prevalent provider types include some other source (nine percent) and individually purchased coverage through a federal or state exchange (seven percent).

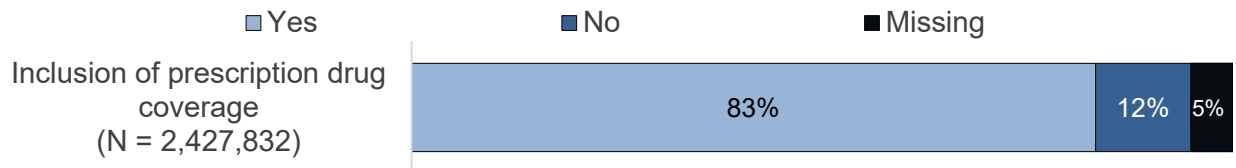
Figure 3-13. Among enrollees covered by any other individual or group health plan, the provider of the coverage



Note: Denominator is enrollees with private insurance. Weighted N = 2,427,832 enrollees.

For enrollees with coverage by an individual or group health plan, most (83 percent) had an individual plan that included prescription drug coverage as part of that plan, and 12 percent of enrollees had a private individual or group health plan that did not include prescription drug coverage (see Figure 3-14).

Figure 3-14. Among enrollees covered by any other individual or group health plan, the inclusion of prescription drug coverage in health plan



4. CURRENT HEALTH STATUS AND ASSISTANCE NEEDS

Self-reported health status is an important determinant of enrollees' use of VA Health Care services. The Centers for Disease Control and Prevention (CDC) has noted that well-being is associated with numerous health-, job-, family-, and economic-related benefits. Further, higher levels of well-being have been associated with decreased risk of disease.²² Previous research indicates that enrolled Veterans who use the VA for all of their health care are more likely to be in poor health than enrolled Veterans who use the VA for only some or none of their health care.^{23,24} While Veterans recently separated from the military report health issues, they also often have relatively stronger social relationships.²⁵ The research also suggests that Veterans who use VA Health Care services for at least some of their care have a substantially elevated health burden compared to other Veterans.²⁶

The 2023 Survey of Enrollees gathered information about enrollees' perceived health status and caregiver assistance needs. Enrollees provided information on their physical health, mental health, and emotional needs. Enrollees also provided an overview of the level of assistance they receive from caregivers and the support their caregivers receive.

4.1 Physical Health

Enrollees rated their physical health on a scale from “poor” to “excellent.” Figure 4-1 (next page) displays the percentage of enrollees that reported “good,” “very good,” or “excellent” physical health overall by collapsed Priority Group, age, and gender.

Overall, most enrollees (63 percent) reported they were in at least good physical health (good, very good, or excellent). The number of enrollees who reported at least good physical health differed by Priority Group, age, and gender. Fifty three percent of enrollees in Priority Group 1 reported at least good physical health compared to 70 percent of enrollees in Priority Groups 2 to 8. Additionally, 69 percent of female enrollees rated their physical health as at least good compared to 63 percent of male enrollees. In each age group, enrollees reported similar levels of at least good physical health.

²² Available at: <https://www.cdc.gov/hrqol/wellbeing.htm#nine>.

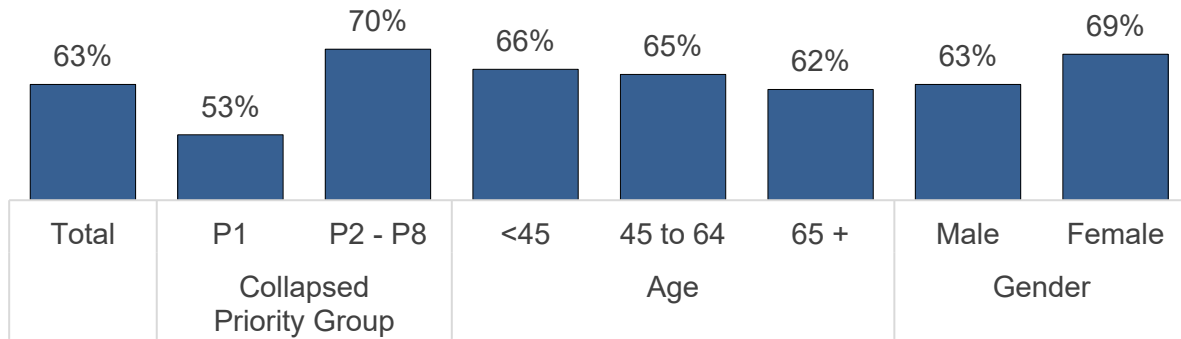
²³ Nelson, K.M., Starkebaum, G.A., and Reiber, G.E. (2007). Veterans using and uninsured Veterans not using Veterans Affairs (VA) health care. *Public Health Reports*, 122(1), 93-100.

²⁴ Landes, S.D., London, A.S., and Wilmoth, J.M. (2018). Mortality among Veterans and non-Veterans: Does type of health care coverage matter? *Population Research and Policy Review*, 37(4), 517-537.

²⁵ Vogt, D.S., Tyrell, F.A., Bramande, E.A., Nillni, Y.I., Taverna, E.C., Finley, E.P., Perkins, D.F., and Copeland, L.A. (2020). U.S. military Veterans' health and well-being in the first year after service. *American Journal of Preventive Medicine*, 58(3), 352-360.

²⁶ Howren, M.B., Cai, X., Rosenthal, G., and Vander Weg, M.W. (2012). Associations of health-related quality of life with healthcare utilization status in Veterans. *Applied Research in Quality of Life*, 7(1), 83-92.

Figure 4-1. Percentage of enrollees in at least good physical health, by collapsed Priority Group, age, and gender



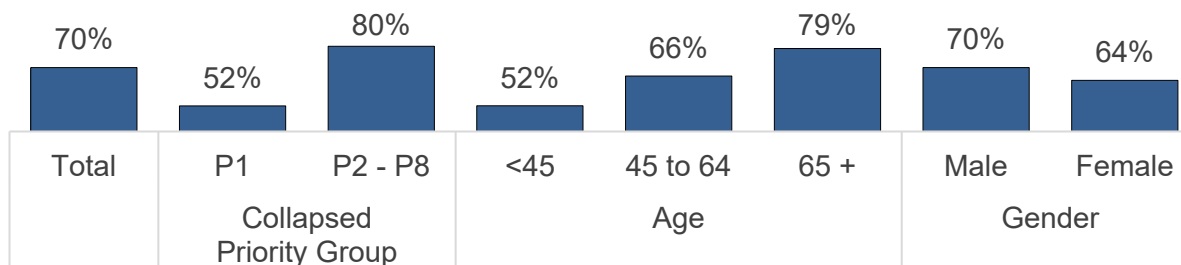
Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between collapsed Priority Group and male and female are statistically significant at the $p < 0.01$ level (Chi squared test).

4.2 Mental Health

Enrollees rated multiple aspects of their mental health, including overall mental health, social and emotional support, satisfaction with life, involvement in important aspects in life, and functioning in life. Enrollees rated their mental health on a scale from “poor” to “excellent.” Figure 4-2 displays the percentage of enrollees that reported “good,” “very good,” or “excellent” mental health overall and by collapsed Priority Group, age, and gender.

Most enrollees (70 percent) had at least good mental health. However, younger enrollees and enrollees in Priority Group 1 reported lower levels of at least good mental health. Fifty-two percent of enrollees younger than 45 years and 54 percent of enrollees aged 45 to 64 years reported at least good mental health. Additionally, 52 percent of enrollees in Priority Group 1 reported at least good mental health.

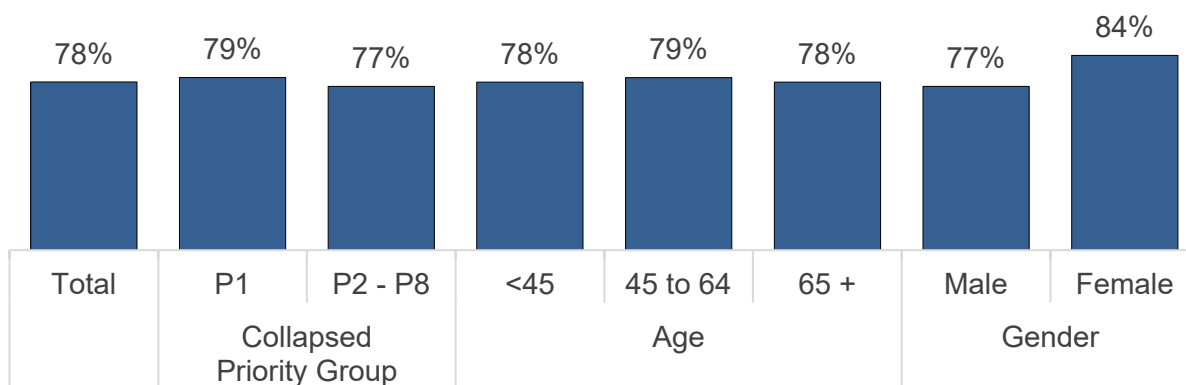
Figure 4-2. Percentage of enrollees in at least good mental health, by collapsed Priority Group, age, and gender



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

Enrollees provided the frequency they get their social and emotional support needs met on a scale from “never” to “always.” Figure 4-3 displays the percentage of enrollees that “sometimes,” “usually,” or “always” receive the social and emotional support they need overall and by collapsed Priority Group, age, and gender. Most enrollees reported they at least sometimes receive the social and emotional support they need (78 percent). Female (84 percent) enrollees were more likely to indicate they at least sometimes receive the social and emotional support they need compared to male enrollees (77 percent).

Figure 4-3. Percentage of enrollees that at least sometimes receive needed social and emotional support, by collapsed Priority Group, age, and gender



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between male and female enrollees are statistically significant at the $p < 0.01$ level (Chi squared test).

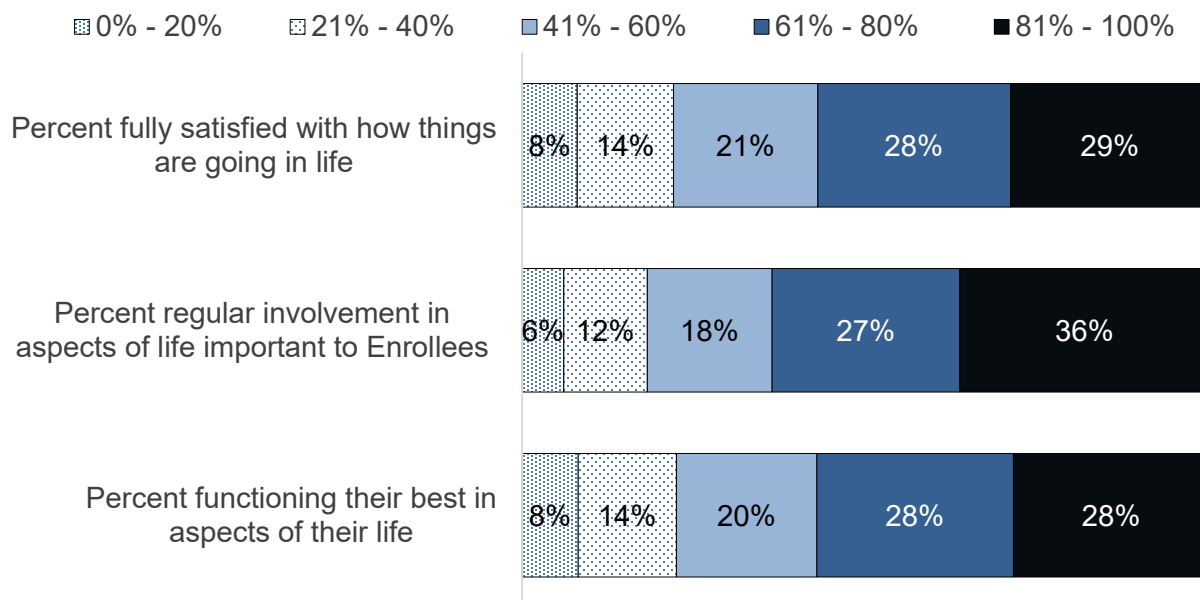
Enrollees were asked to consider the most important things that they do or wish to do in their lives and then asked a series of three questions, keeping the things that are important to them in mind. In these questions, they were asked to rate their satisfaction with how things are going, regular involvement in these aspects of life, and how they are functioning in these aspects of life on a scale from zero to 100. This question had been developed and validated by VHA Office of Patient Centered Care and Cultural Transformation and was adopted for the Survey of Enrollees

Figure 4-4 (next page) displays enrollee responses to these questions. Fifty-seven percent of enrollees were satisfied with how things were going in life at least 60 percent of the time. Twenty-eight percent of enrollees were satisfied 61 to 80 percent of the time, and 29 percent of enrollees were satisfied 81 to 100 percent of the time.

Similarly, most enrollees (63 percent) had regular involvement in aspects of their life that are important to them at least 61 percent of the time, with 36 percent of enrollees having regular involvement in aspects of their life that are important to them at least 81 percent of the time.

Further, 56 percent of enrollees are functioning their best in aspects of their life at least 60 percent of the time, and 28 percent of enrollees are functioning their best in aspects of their life at least 81 percent of the time.

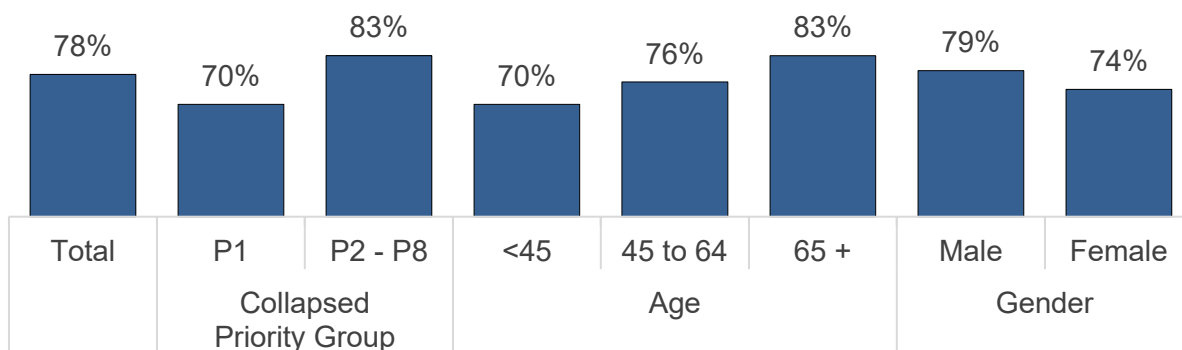
Figure 4-4. Percentage of enrollees by level of satisfaction, involvement, and best functioning in important aspects of life (on percentage scale) in life in the last three months



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees.

Figure 4-5 displays the percentage of enrollees with at least 40 percent satisfaction with aspects of their life on a scale from 0 to 100 percent by collapsed Priority Group, age, and gender. Enrollees in Priority Group 2-8 were more likely to be satisfied by how things were going relative to enrollees in Priority Group 1 (70 percent and 83 percent, respectively). Additionally, enrollees were more likely to be satisfied as they aged. Seventy percent of enrollees 45 years and younger were satisfied with how things were going at least 40 percent of the time, while 83 percent of enrollees 65 or older reported the same satisfaction.

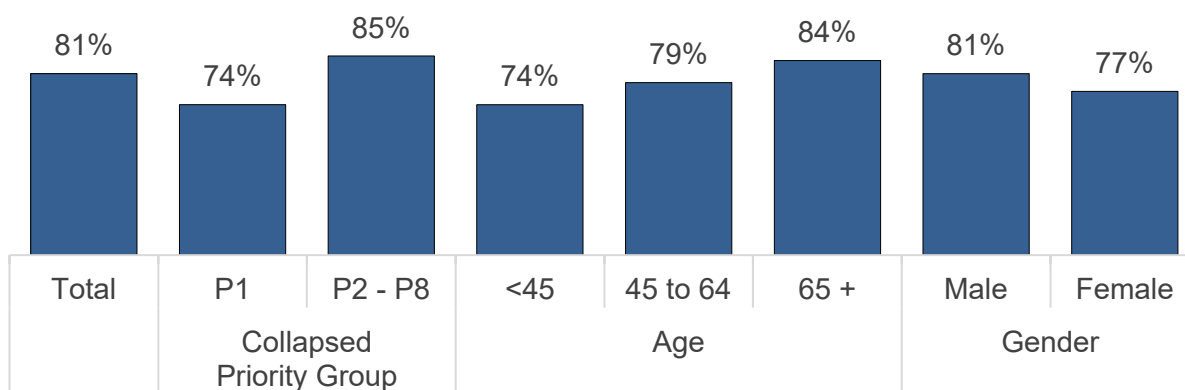
Figure 4-5. Percentage of enrollees satisfied with how things are going in important aspects of life, by collapsed Priority Group, age, and gender



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between collapsed Priority Group and age are statistically significant at the $p < 0.01$ level (Chi squared test).

Figure 4-6 displays the percentage of enrollees with at least 40 percent involvement in aspects of life that are important to them on a scale from zero to 100 percent by collapsed Priority Group, age, and gender. Eighty-five percent of enrollees in Priority Groups 2-8 reported being regularly involved in aspects of life that were important to them as compared to 74 percent of enrollees in Priority Group 1. Older enrollees (age 65 and older) reported regular involvement in aspects of life important to them at a higher percentage (84 percent) compared to younger enrollees (74% of enrollees under 45).

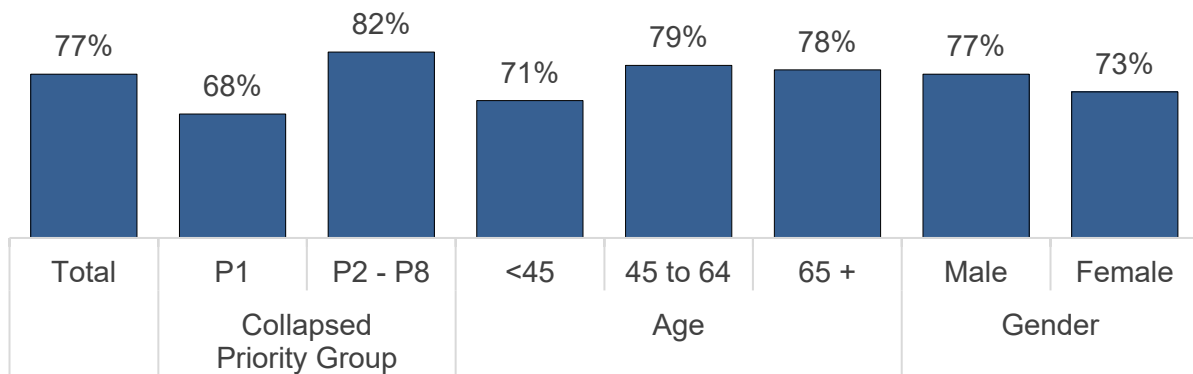
Figure 4-6. Percentage of enrollees rating their regular involvement in aspects of life important to them in the last three months (on a percentage scale)



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between collapsed Priority Group and age are statistically significant at the $p < 0.01$ level (Chi squared test).

Enrollees were asked to consider the most important things that they do, and how they are functioning in these aspects of life, on a scale from zero to 100. Figure 4-7 (next page) shows the percentage of enrollees that were functioning their best at least 40 percent of the time, collapsed by Priority Group, age, and gender. Younger enrollees were less likely to be functioning their best (71 percent) compared to enrollees age 45 to 64 (79 percent) and enrollees 65 and older (78 percent) Further, 82 percent of enrollees in Priority Group 2-8 were functioning their best as compared to 68 percent of enrollees in Priority Group 1.

Figure 4-7. Percentage of enrollees that rate they are functioning their best in aspects of their life in the last three months (on a percentage scale)



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Differences between collapsed Priority Group and age are statistically significant at the $p < 0.01$ level (Chi squared test).

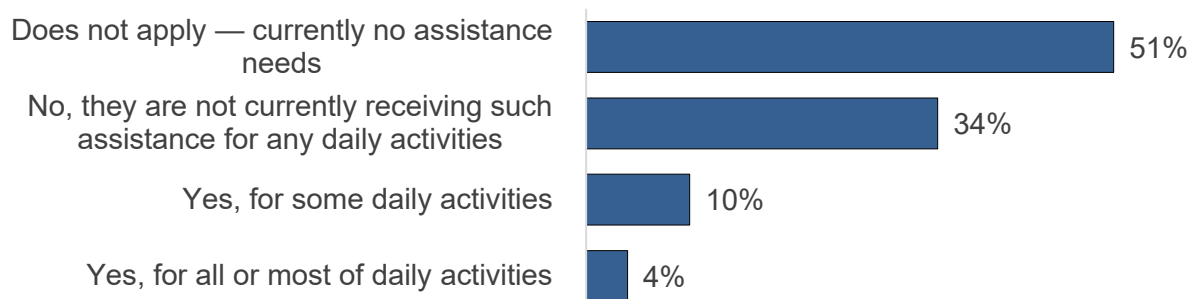
4.3 Assistance in Daily Activities

VHA has a Caregiver Support Program that offers support services, including financial, to caregivers of eligible Veterans enrolled in the VA Health Care system. In order to assess the need for caregiver assistance in the overall enrollee populations, as well as determine the extent to which VHA’s caregiver assistance programs are used, a series of questions about how enrollees’ receive help with daily activities were developed.

Enrollees described the level of assistance they receive for daily activities such as household chores, bathing, preparing meals, or transportation from family, friends, neighbors, or others. They also provided context, including who supports them, the time their caregivers spend supporting them, if they receive live-in support, and the composition of the VA medical provider health team.

Figure 4-8 (next page) displays the percentage of enrollees that receive assistance for daily activities. Most enrollees reported not having assistance needs (51 percent) or not currently receiving assistance for daily activities (34 percent). Fourteen percent of enrollees reported receiving assistance for some or all daily activities.

Figure 4-8. Percentage of enrollees by receipt of assistance for daily activities



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees.

Figure 4-9 displays the receipt of assistance for daily activities by collapsed Priority Group, age, and gender. Enrollees in Priority Group 1 were more likely to receive assistance for at least some daily activities than enrollees in Priority Groups 2-8. Enrollees 65 or older were more likely than other age groups to receive at least some assistance with daily activities (18 percent for age 65+, 12 percent for age 45-65, 11 percent for age 44 or younger). And, fewer male enrollees indicated they do not need assistance (50 percent) as compared to female enrollees (61 percent).

Figure 4-9. Percentage of enrollees receiving assistance for daily activities, by collapsed Priority Group, age, and gender

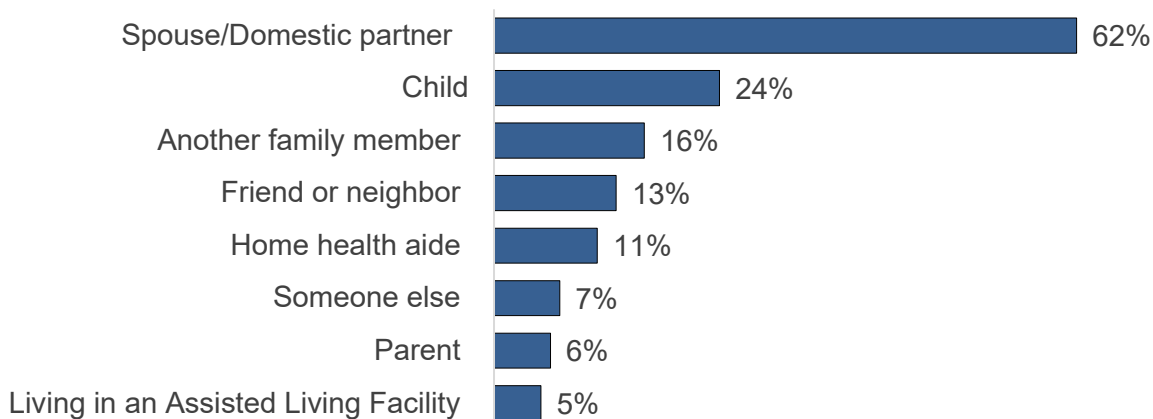
	Yes, for all or most of daily activities (%)	Yes, for some daily activities (%)	No, they are not currently receiving such assistance for any (%)	Does not apply — currently no assistance needs (%)	Total
Collapsed Priority group					
P1	5.5	13.7	34.3	46.3	3,119,171
P2 – P8	3.6	8.4	33.6	53.8	5,108,863
Age group					
<45	2.6	8.3	24.8	64.1	1,127,606
45 – 65	2.5	8.9	30.2	58.0	2,486,144
65+	6.2	12.2	40.2	40.7	3,983,538
Gender					
Male	4.5	10.5	34.7	49.9	7,240,042
Female	2.9	9.3	26.8	60.8	797,966
All Enrollees	4.3	10.4	33.9	51.0	8,228,035

Note: Differences between collapsed Priority Group, age groups, and male and female enrollees are statistically significant at the $p < 0.01$ level (Chi squared test).

Enrollees who reported receiving assistance were asked who was providing the assistance (Figure 4-10). The most common providers of assistance were family members: a spouse or

domestic partner (62 percent), a child (24 percent), and another family member (16 percent). Enrollees also received support from professionals, with 11 percent of enrollees receiving assistance from a home health aide and 5 percent living in an assisted living facility.

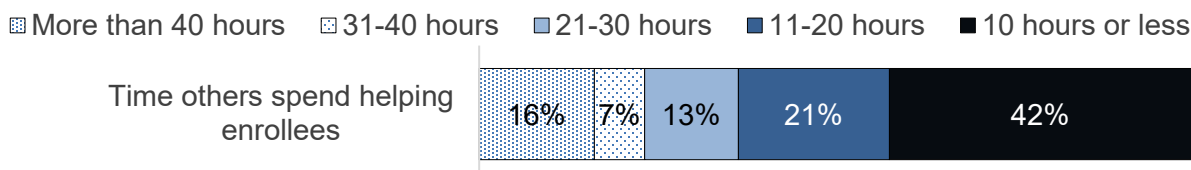
Figure 4-10. Among enrollees receiving assistance, percentage of Enrollees by person providing assistance



Note: Denominator is enrollees that receive assistance for daily activities. Weighted N = 1,209,408 enrollees. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure 4-11 displays the amount of time that others spent helping enrollees. Most enrollees (63 percent) received under 20 hours of assistance per week.

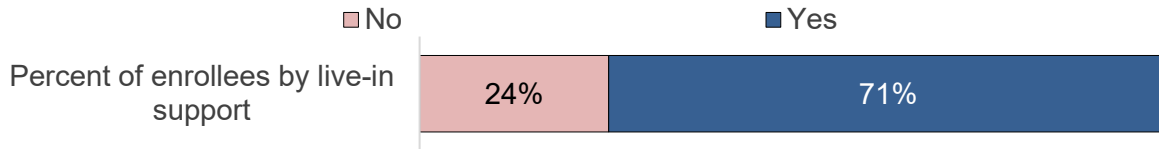
Figure 4-11. Among enrollees receiving assistance, percentage of enrollees by time others spend helping them



Note: Denominator is enrollees that receive assistance for daily activities. Weighted N = 1,209,408 enrollees.

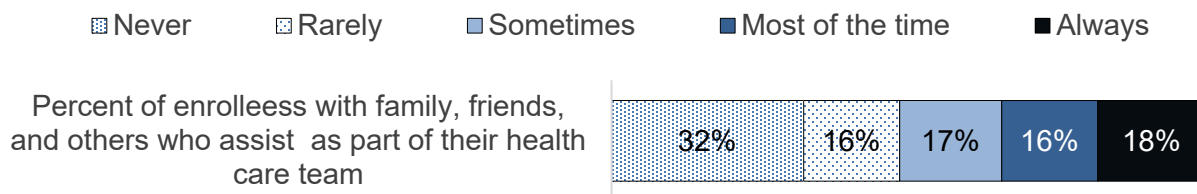
Most enrollees that reported receiving assistance received live-in support, with 71 percent of enrollees indicating that their caregiver lives with them (Figure 4-12 (next page)) and 51 percent of enrollees receiving support from family, friends, or other care givers at least some of the time (Figure 4-13 (next page)).

Figure 4-12. Among enrollees receiving assistance, percentage of enrollees with live-in support



Note: Denominator is enrollees that receive assistance for daily activities. Weighted N = 1,209,408 enrollees.

Figure 4-13. Among enrollees receiving assistance, percentage of enrollees by frequency their VA medical provider health team includes family, friends or other assistance

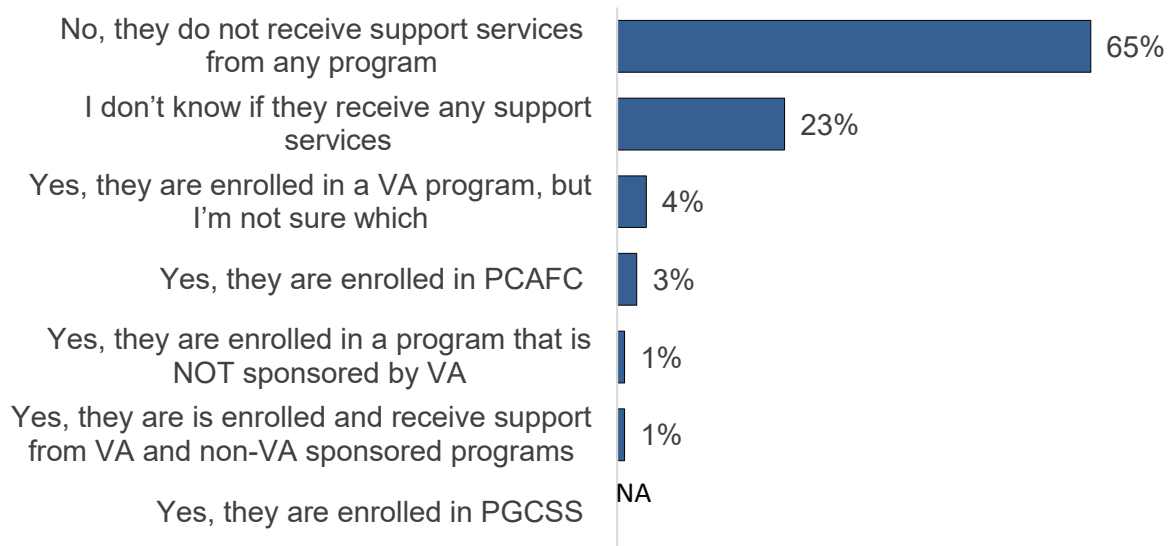


Note: Denominator is enrollees that receive assistance for daily activities. Weighted N = 1,209,408 enrollees.

4.4 Support for Caregivers

Enrollees provided information on the levels of support their caregivers receive, including utilization of VA Caregiver Support Program’s Program of Comprehensive Assistance for Family Caregivers (PCAFC) or Program of General Caregiver Support Services (PGCSS), awareness of VA education resources and VA sponsored programs, and enrollment in caregiver support programs. Enrollees reported that most of their caregivers (65 percent) do not receive support services from any program, and 23 percent of enrollees do not know if their caregivers receive any support services (Figure 4-14 (next page)).

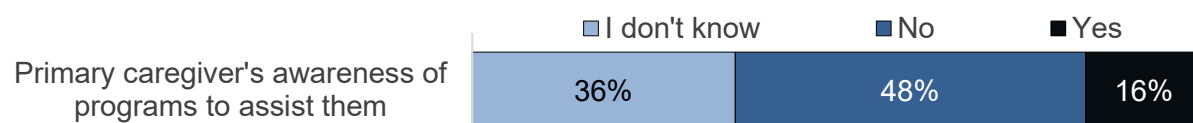
Figure 4-14. Among enrollees receiving assistance, percentage of enrollees that have primary caregivers who receive support services from any caregiver support program



Note: Denominator is enrollees that receive assistance for daily activities. Weighted N = 1,209,408 enrollees. “NA” denotes cells without enough respondents (unweighted n<30) to provide a reliable estimate.

Most enrollees reported that their caregivers are either not aware of (48 percent) or do not know if their caregiver is aware of (36 percent) VA sponsored support programs (Figure 4-15).

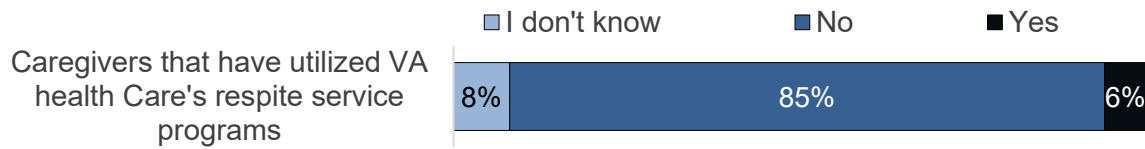
Figure 4-15. Among enrollees receiving assistance and not receiving support services, percentage of enrollees that have primary caregivers that are aware of VA sponsored support programs for primary caregivers



Note: Denominator is enrollees that receive assistance for daily activities with caregivers that do not receive support services. Weighted N = 1,084,019 enrollees.

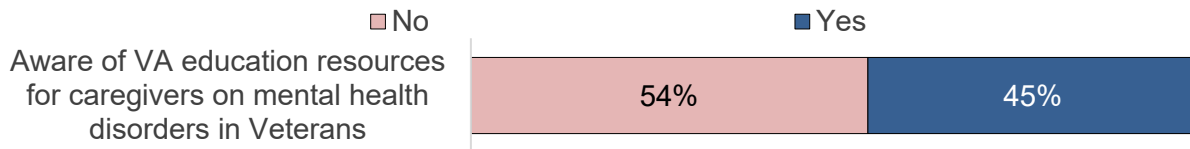
Only 6 percent of enrollees receiving assistance reported that their caregivers used respite services through the VA (Figure 4-16 (next page)), and most caregivers (54 percent) were not aware of VA’s education resources to help caregivers (Figure 4-17 (next page)).

Figure 4-16. Among enrollees receiving assistance, percentage of enrollees with caregivers that have utilized respite services through VA Health Care's programs



Note: Denominator is enrollees that receive assistance for daily activities. Weighted N = 1,209,408 enrollees.

Figure 4-17. Among enrollees receiving assistance, percentage of enrollees aware of VA education resources on how family members and caregivers can cope with mental health disorders in Veterans



Note: Denominator is enrollees that receive assistance for daily activities. Weighted N = 1,209,408 enrollees.

5. SMOKING AND TOBACCO USE

The Survey of Enrollees serves as an important source of data on the prevalence of smoking among the enrollee population. Smoking is a significant health problem for Veterans and remains an important measure in assessing the health of VA enrollees. The CDC states that people who smoke are more likely than people who do not smoke to develop heart disease, stroke, and lung cancer, and estimates that cigarette smoking causes nearly one in five deaths each year in the United States. The CDC also states that smoking continues to be the leading cause of preventable death and disease in the United States.²⁷ Although most young people who smoke start smoking prior to age 18, many in the military begin during their period of service.²⁸

5.1 Cigarette Smoking Status Overview

As in past enrollee surveys, the survey team modeled the 2023 survey questions about cigarette smoking after the Behavioral Risk Factor Surveillance System (BRFSS), a national health survey conducted by the CDC. The survey asked enrollees whether they smoked at least 100 cigarettes in their lifetime. Enrollees who indicated that they had not smoked 100 cigarettes in their lifetime were not asked any further questions about smoking. Enrollees who indicated that they had smoked at least 100 cigarettes were asked six additional questions about their smoking history. Specifically, the survey asked whether they currently smoked every day, some days, or not at all. Those who indicated that they smoked at least some days were considered to be enrollees who currently smoke. The survey asked enrollees who currently smoke about any quit attempts in the past 12 months,²⁹ and the types of VA tobacco cessation resources they were aware of and willing to use. Those who were not enrollees who currently smoke were asked about the length of time since they last smoked regularly. All enrollees, regardless of their cigarette smoking status, were also asked whether they currently used chewing tobacco, snuff, or snus, and whether they currently used e-cigarettes (also known as vapes or electronic nicotine delivery systems).

Based on their responses to the series of questions, enrollees were classified into six groups: (1) enrollees who have never smoked, (2) enrollees who have smoked, (3) enrollees who currently smoke, (4) recent unsuccessful quitters, (5) enrollees who formerly smoked, and (6) recent successful quitters. These are defined as:

²⁷ Available at: http://www.cdc.gov/tobacco/data_statistics/fact_sheets/health_effects/effects_cig_smoking/.

²⁸ Available at: <https://www.ncbi.nlm.nih.gov/books/NBK215338/>.

²⁹ In the 2010-2015 survey cycles, all “ever smokers” were asked the question about recently quitting (“During the past 12 months, have you stopped smoking for more than 1 day because you were trying to quit smoking?”). In 2016-2021, only “people who currently smoke” were asked this question, which translates to the percentage of “people who currently smoke” who made a recent quit attempt or are “unsuccessful quitters.”

Have you smoked at least 100 cigarettes in your entire life?

1. Enrollees who answered “No” were **“enrollees who have never smoked.”**
2. Enrollees who answered “Yes” were “enrollees who have smoked.”

Of “enrollees who have smoked”: Do you now smoke cigarettes every day, some days, or not at all?

3. Enrollees who answered “every day” or “some days” were **“enrollees who currently smoke.”**
4. Enrollees who answered “not at all” were **“enrollees who formerly smoked.”**

Of “enrollees who currently smoke”: During the past 12 months, have you stopped smoking for more than 1 day because you were trying to quit smoking?

5. Enrollees who answered “Yes” were **“recent unsuccessful quitters.”**

Of “enrollees who formerly smoked”: How long has it been since you last smoked cigarettes regularly?

6. Enrollees who answered “Less than a year ago” were **“recent successful quitters.”**

In 2023, a total of 55 percent of enrollees were classified as enrollees who have smoked. Using all enrollees as the denominator, enrollees who currently smoke made up 11 percent of the total enrollee population, which is lower than the 2022 number (13 percent). Closely matching last year’s numbers, 43 percent of enrollees were considered enrollees who formerly smoked. In the past year, 2 percent of the enrollee population successfully quit smoking which is similar to 2022 (2 percent). Figure 5-1 (next page) depicts the smoker status classification of enrollees in the six groups, along with percentages of each group.

Enrollees who currently smoke include both enrollees who reported smoking every day and those who reported smoking some days. The 2023 survey identified three percent as some-days smokers in the enrollee population and 8 percent as every-day smokers.

Figure 5-2 (following pages) shows smoking status over the past five survey cycles. The figure shows the decline in enrollees who currently smoke among enrollees, from 15 percent in 2019 to 11 percent in 2023. This follows a similar decreasing trend among enrollees who currently smoke in the general U.S. adult population, which dropped from 21 percent in 2005 to 12 percent in 2021.³⁰ In 2021, 12 percent (about 13 out of every 100) of adults 18 years or older currently smoked,³¹ which means an estimated 28.3 million adults in the United States currently smoke cigarettes.³²

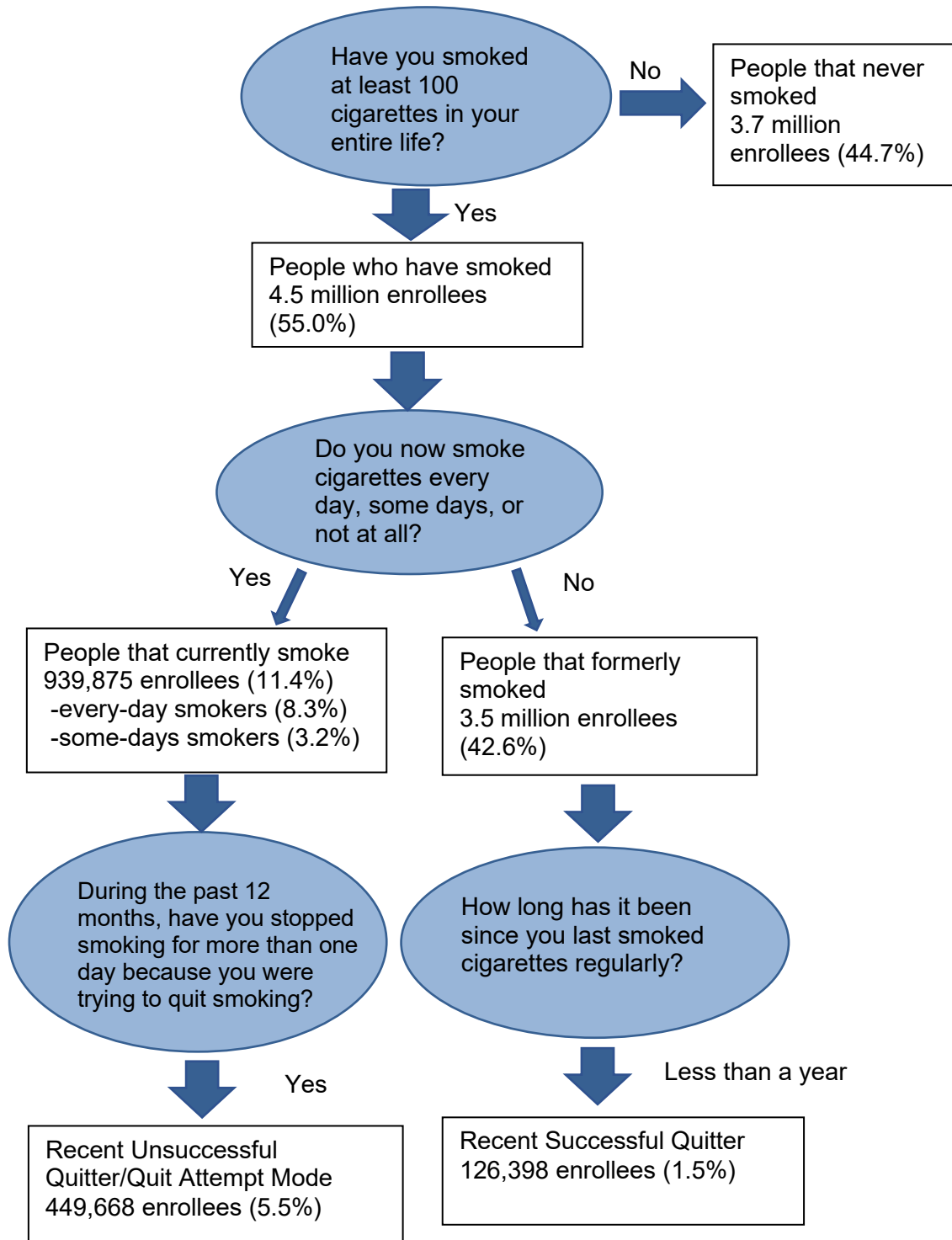
³⁰ Available at: https://www.cdc.gov/tobacco/data_statistics/fact_sheets/adult_data/cig_smoking/index.htm.

³¹ People who currently smoke are defined as people who reported smoking at least 100 cigarettes during their lifetime and who, at the time they participated in a survey about this topic, reported smoking every day or some days.

³² Available at: https://www.cdc.gov/tobacco/data_statistics/fact_sheets/adult_data/cig_smoking/index.htm.

The percentage of enrollees who have smoked has remained stable since 2021 at 55 percent while the percentage of enrollees who have never smoked has increased over time from 40 percent in 2019 to 45 percent in 2023.

Figure 5-1. Smoker status classification



Note: Denominator is all enrollees. Percentages do not add to 100 percent due to missing values.

Figure 5-2. Enrollee smoking status, by year

Smoking status	2019	2020	2021	2022	2023
Enrollees who have never smoked	3,514,568	3,711,467	3,812,622	3,634,702	3,679,682
% Enrollee population	40.4%	42.5%	43.9%	43.4%	44.7%
Enrollees who have smoked	5,080,934	4,941,589	4,816,256	4,662,363	4,524,861
% Enrollee population	58.4%	56.6%	55.5%	55.7%	55.0%
Enrollees who currently smoke*	1,273,362	1,161,301	1,116,112	1,067,431	939,875
% Ever smoker population	25.1%	23.5%	23.2%	22.9%	20.8%
% Enrollee population	14.6%	13.3%	12.9%	12.7%	11.4%
Recent unsuccessful quitters	670,692	629,755	550,451	557,788	449,668
% Current smoker population	52.7%	54.2%	49.3%	52.3%	47.8%
% Enrollee population	7.7%	7.2%	6.3%	6.7%	5.5%
Enrollees who formerly smoked	3,731,620	3,711,495	3,637,363	3,512,796	3,501,583
% Ever smoker population	73.4%	75.1%	75.5%	75.3%	77.4%
% Enrollee population	42.9%	42.5%	41.9%	41.9%	42.6%
Recent successful quitters	166,239	164,221	154,980	145,516	126,398
% Enrollees who formerly smoked	4.5%	4.4%	4.3%	4.1%	3.6%
% Enrollee population	1.9%	1.9%	1.8%	1.7%	1.5%
Enrollee population	8,704,243	8,725,547	8,680,525	8,376,015	8,228,035

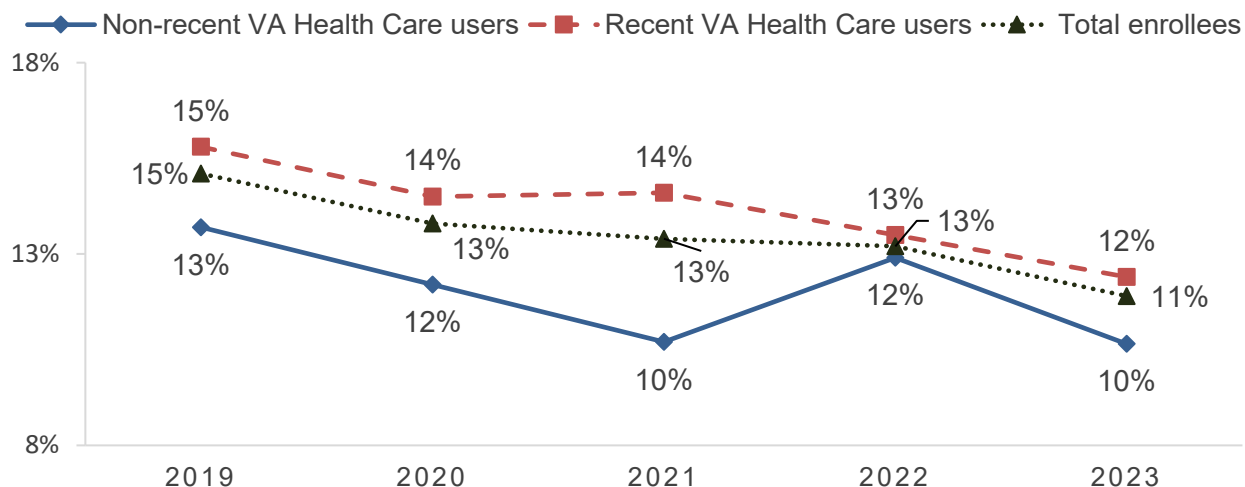
*“Enrollees who currently smoke” include enrollees who also reported that they are currently smoking every day or some days.

Note: Those missing information on smoking status are included in the enrollee population for percentage calculations.

5.2 Cigarette Smoking by Age, Priority Group, and Sex

Based on VA data, 72 percent of enrollees used VA Health Care after September 2021. The chart in Figure 5-3 (next page) shows the trend over time in the percentage of current enrollee smokers by whether or not they recently utilized VA Health Care. As illustrated, the current smoking rate among recent and non-recent users of VA services is similar: 12 percent for recent users and 10 percent for non-recent users. The rate of enrollees who currently smoke has slightly declined since 2019 for both recent and non-recent VA Health Care users.

Figure 5-3. Percentage of enrollees who currently smoke by recent* utilization of U.S. Department of Veterans Affairs (VA) services from 2019 to 2023



*Based on FY22EOFY Patient Indicator

There were notable differences in smoking rates across different Priority Groups, age groups, and gender (see Figure 5-4 (next page)). Priority Group 1 had a higher percentage of enrollees who had never smoked, 50 percent, compared to Priority Groups 2-8, which had a lower percentage of enrollees who never smoked (42 percent).

Analyses by age group indicated that over half of the younger two groups have never smoked: 55 percent of enrollees under the age of 45 years and 54 percent of enrollees between the ages of 45 and 64, compared to only 35 percent of enrollees 65 and older. The younger two groups also had a greater percentage of enrollees who reported they currently smoke: 12 percent of enrollees under age 45, 15 percent of enrollees aged 45 to 64, and only 9 percent of enrollees over 65. Similarly, over half (55 percent) of enrollees 65 or older are enrollees who formerly smoked, compared to around one-third of younger age enrollees. A lower percentage of female enrollees (41 percent) indicated that they have ever smoked than male enrollees (57 percent). However, both groups had similar rates of enrollees who currently smoke as a percentage of their respective groups: 11 percent for female enrollees and 12 percent for male enrollees. Male and female enrollees had small differences successful quit rates at around 1.5 and 2.3 percent respectively.

When comparing current smoker status among VA enrollees by specific demographic characteristics, notable differences across groups emerged (see Figure 5-5 (following pages)). Across all racial and ethnic groups, American Indian/Alaska Native non-Hispanics, Multi-racial non-Hispanics, and Black non-Hispanics had higher current smoking rates than White non-Hispanics. In terms of health status, enrollees who reported being in fair or poor physical health were more likely to be enrollees who currently smoke than those who reported being in good/very good/excellent health (15 percent and 9 percent, respectively). The proportion of enrollees who currently smoke was much higher among uninsured (19 percent) or unemployed (21 percent) enrollees than those who had health insurance (10 percent) and those who were employed either full-time or part-time (10 percent).

Figure 5-4. Enrollee smoking status, by Priority Group, age, and gender

	Collapsed Priority Group		Age Group			Gender	
	1	2-8	<45	45-64	65+	Male	Female
Enrollees who have never smoked	1,547,716	2,131,966	963,588	1,339,921	1,376,173	3,192,434	487,248
% Enrollee population	49.6%	41.7%	54.8%	53.9%	34.5%	43.2%	58.7%
Enrollees who have smoked	1,564,801	2,960,060	794,764	1,139,385	2,590,711	4,184,677	340,184
% Enrollee population	50.2%	57.9%	45.2%	45.8%	65.0%	56.6%	41.0%
Enrollees who currently smoke	317,607	622,269	210,341	364,466	365,068	852,487	87,388
% Ever smoker population	20.3%	21.0%	26.5%	32.0%	14.1%	20.4%	25.6%
% Enrollee population	10.2%	12.2%	12.0%	14.7%	9.2%	11.5%	10.5%
Recent unsuccessful quitters	159,963	289,706	108,955	169,836	170,877	397,593	52,075
% Current smoker population	50.4%	46.6%	51.8%	46.6%	46.8%	46.6%	59.6%
% Enrollee population	5.1%	5.7%	6.2%	6.8%	4.3%	5.4%	6.3%
Enrollees who formerly smoked	1,223,413	2,278,170	579,193	752,471	2,169,919	3,254,919	246,664
% Ever smoker population	78.2%	77.0%	72.9%	66.0%	83.8%	77.8%	72.5%
% Enrollee population	39.2%	44.6%	32.9%	30.3%	54.5%	44.0%	29.7%
Recent successful quitters	50,835	75,563	52,625	39,200	34,573	107,480	18,918
% Enrollees who formerly smoked	4.2%	3.3%	9.1%	5.2%	1.6%	3.3%	7.7%
% Enrollee population	1.6%	1.5%	3.0%	1.6%	0.9%	1.5%	2.3%
Enrollee population	3,119,171	5,108,863	1,758,352	2,486,144	3,983,538	7,240,042	797,996

Note: Missing values for smoking variables are included in denominators for percentage calculations involving all enrollees. There are no missing values for age and Priority Group. Differences between collapsed Priority Group, age, and male and female enrollees for enrollees who have never smoked, enrollees who have smoked, enrollees who currently smoke percent enrollee population, enrollees who formerly smoked percent enrollee population, are statistically significant at the p<0.01 level (Chi squared test). Differences between age and male and female enrollees for enrollees who currently smoke percent ever smoker population, recent unsuccessful quitters ever smoker population, enrollees who formerly smoked percent ever smoker population, and recent successful quitters percent former smoker population are statistically significant at the p<0.01 level (Chi squared test). Differences between male and female enrollees for recent unsuccessful quitters percent current smoker population, are statistically significant at the p<0.01 level (Chi squared test). Differences between age groups for recent unsuccessful quitters percent enrollee population, are statistically significant at the p<0.01 level (Chi squared test).

Figure 5-5. Current smoker status, by special populations

	Current smoker		Total enrollees
	#	%	#
Race and ethnicity (mutually exclusive)			
White non-Hispanic	626,380	11.4%	5,499,363
Black non-Hispanic	132,305	13.4%	988,825
American Indian/Alaska Native non-Hispanic	9,776	17.7%	55,203
Asian non-Hispanic	NA	NA	NA
Native Hawaiian non-Hispanic	NA	NA	NA
Multiracial non-Hispanic	24,643	13.0%	189,785
Hispanic	65,510	9.0%	731,617
Missing	72,316	12.1%	599,871
Insurance status			
Insured	687,185	10.0%	6,883,856
Not insured	252,690	18.8%	1,344,179
Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) status			
Yes	180,786	9.5%	1,901,722
No	759,089	12.0%	6,326,313
Physical Health status			
Good/Very good/Excellent	500,662	9.6%	5,210,998
Fair/Poor	437,255	14.6%	2,994,554
Mental Health status			
Good/Very good/Excellent	581,397	10.2%	5,724,868
Fair/Poor	356,307	14.4%	2,479,217
Employment status			
Employed, full-time or part-time	305,060	10.2%	2,986,470
Unemployed	56,150	20.6%	272,815
Recent patient status (used U.S. Department of Veterans Affairs [VA] within the past year)			
Recent VA patient	719,222	11.9%	6,062,243
Not a recent VA patient	213,136	10.0%	2,126,137

Note: Denominator is all enrollees in the group, including those missing information on smoking. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Respondents who selected more than one race were categorized as multiracial. Missing values for race and ethnicity represent those enrollees who did not answer whether they were of Hispanic origin or did not answer the race question. Differences between subgroups are statistically significant at the p<0.01 level (Chi squared test). Health status was based on self-reported survey data.

Figure 5-6 shows the percentage of total enrollees who are enrollees who currently smoke by Veterans Integrated Services Network (VISN). The percentages of enrollees who currently smoke range from 10 percent (VISN 21 and VISN 22) to 19 percent (VISN 16) of the enrollee population. In half of the 18 VISNs, the rate of enrollees who currently smoke among enrollees is lower than the overall national average of adult enrollees who currently smoke (12.7%).

Figure 5-6. Map of the percentage of enrollees who currently smoke, by VISN

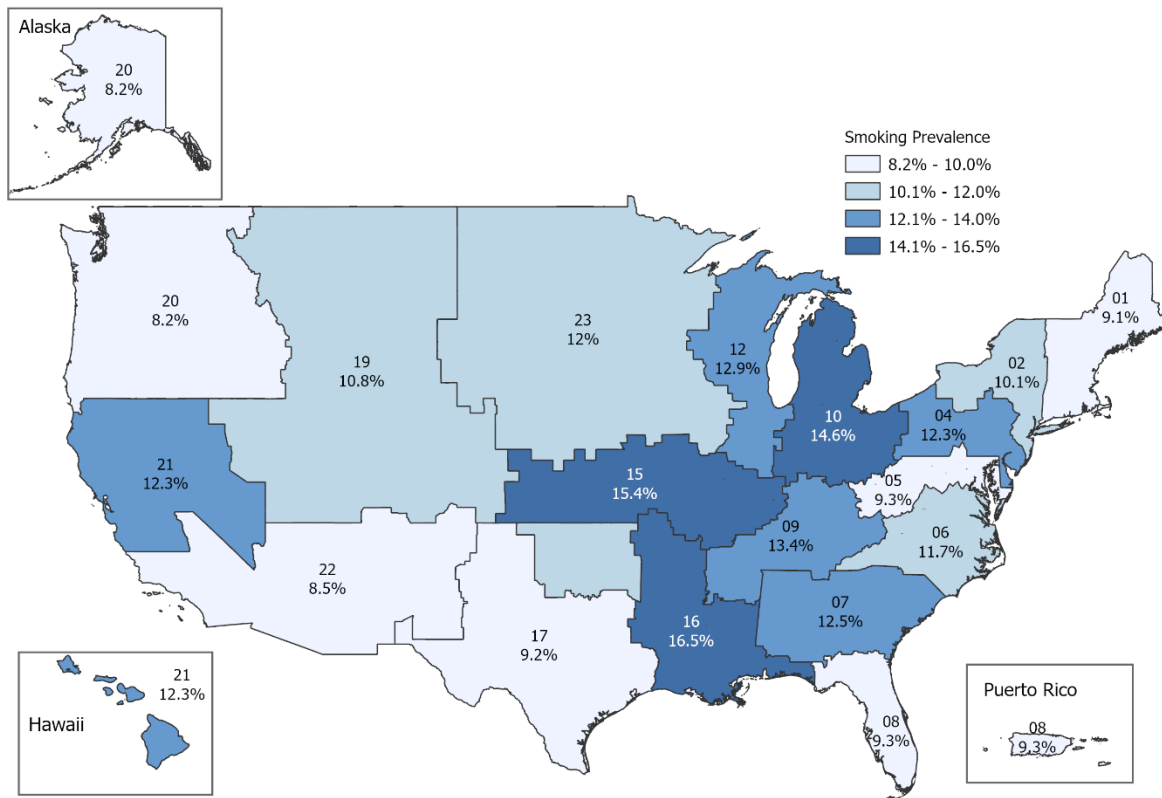


Figure 5-7 (next page) compares the 2022 and 2023 smoking rates by VISN. The current smoking rate decreased between 2022 and 2023 in 13 of the 18 VISNs. The biggest drops occurred in VISN 19 and VISN 5. VISN 15 saw the largest increase in its current smoking rate, an increase of two percent between 2022 and 2023.

Figure 5-7. Change in current smoking rates from 2022 to 2023, by VISN

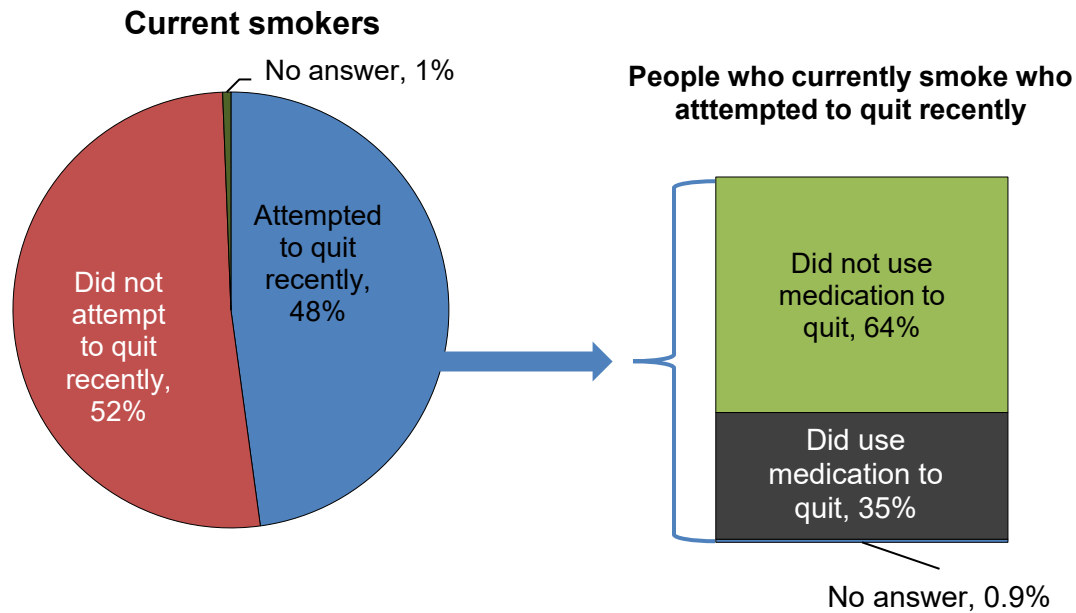
VISN	Percentage of enrollees who currently smoke		
	2022 (%)	2023 (%)	Change (in percentage points) from 2022 to 2023
1	12.7%	9.1%	-3.6%
2	12.6%	10.1%	-2.5%
4	13.4%	12.3%	-1.1%
5	13.3%	9.3%	-4.0%
6	11.2%	11.7%	0.5%
7	11.8%	12.5%	0.7%
8	10.6%	9.3%	-1.3%
9	15.9%	13.4%	-2.5%
10	14.8%	14.6%	-0.2%
12	13.1%	12.9%	-0.2%
15	13.3%	15.4%	2.1%
16	18.9%	16.5%	-2.4%
17	12.6%	9.2%	-3.4%
19	15.1%	10.8%	-4.3%
20	11.6%	8.2%	-3.4%
21	10.1%	12.3%	2.2%
22	9.6%	8.5%	-1.1%
23	11.2%	12.0%	0.8%

5.3 Tobacco Cessation

Figure 5-2 (above) indicated that 43 percent of enrollees formerly smoked. Most enrollees who formerly smoked (71 percent) reported successfully quitting smoking 10 or more years ago (not shown). An additional 10 percent have not smoked for more than five years but less than 10 years (not shown). Another 10 percent have not smoked for at least one year but less than 5 years (not shown). An estimated four percent (Figure 5-2 above) of enrollees who formerly smoked, or two percent of the enrollee population (Figure 5-2 above), reported having successfully quit smoking in the previous 12 months.

As shown in Figure 5-8 (next page), nearly half (48 percent) of current enrollee smokers had made a recent quit attempt but were unsuccessful. Of these recent unsuccessful quitters, 35 percent used non-nicotine prescription medications or nicotine replacement therapy (NRT) (e.g., nicotine patch, gum, lozenge, inhaler, or nasal spray) to help with their tobacco cessation attempt.

Figure 5-8. Recent unsuccessful tobacco cessation attempts among enrollees who currently smoke and use of non-nicotine prescription medications or nicotine replacement therapy

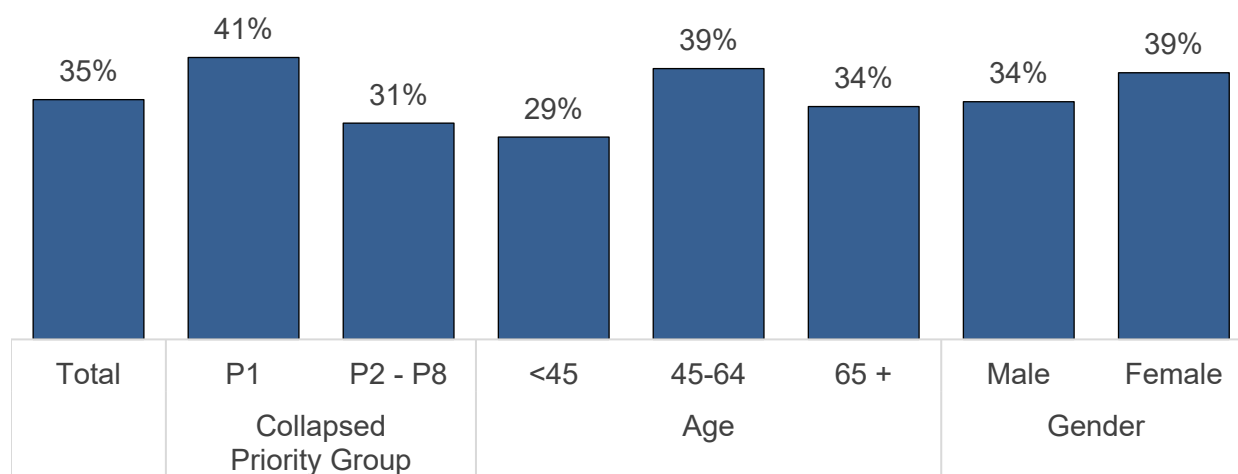


Note: Denominator for the pie chart is the total number of enrollees who currently smoke: weighted N = 939,875. Denominator for the bar chart is the total number of enrollees who currently smoke who attempted to quit recently: weighted N = 449,668.

5.3.1 Use of Tobacco Cessation Resources

Figure 5-9 (next page) displays the percentage of enrollees who currently smoke who indicated that they used either non-nicotine prescription medications or NRT when attempting to quit smoking by Priority Groups, age groups, and gender. Of enrollees who currently smoke that attempted to quit smoking, 35 percent used either non-nicotine medications or nicotine replacement theory to quit. While there appear to be small differences by age, Priority Group, or gender, these differences are too small to be statistically significant due to the small sample size of enrollees who currently smoke who attempted to quit recently.

Figure 5-9. Among enrollees who currently smoke that attempted to quit recently, use of either non-nicotine prescription medications or nicotine replacement therapy during recent quit attempt by Priority Group, age, and gender



Note: Denominator is total number of enrollees who currently smoke who attempted to quit recently; weighted N = 449,668. Differences between subgroups are not statistically significant.

5.3.2 Use of Smokeless Tobacco and e-Cigarettes

While smoking rates have been on the decline among the general adult population, the overall usage rates of smokeless tobacco products (e.g., chewing tobacco, snuff, snus) and e-cigarettes have declined at much lower rates.³³ E-cigarettes are a group of electronic tobacco products that may also be known as e-cigs, vapes, e-hookahs, vape pens, and electronic nicotine delivery systems (ENDS). Among younger demographic groups, such as middle and high school students, usage of e-cigarettes has even increased significantly in recent years thanks to efforts by manufacturers to advertise vaping as an alternative to cigarette smoking.³⁴⁻³⁵ Less is known about the use of e-cigarettes among Veterans, but recent studies have suggested that use of e-cigarettes or vaping products has already passed cigarette smoking in popularity among young adults in the Air Force.³⁶

Even though smokeless tobacco and e-cigarettes are often perceived as safer and healthier alternatives to smoking, both still contain significant quantities of nicotine and pose several serious health risks to the user. According to the FDA, smokeless tobacco products contain a

³³ Available at: https://progressreport.cancer.gov/prevention/adult_smoking.

³⁴ Available at: <https://www.drugabuse.gov/news-events/news-releases/2019/09/teen-e-cigarette-use-doubles-2017>.

³⁵ Available at: https://www.cdc.gov/mmwr/volumes/68/wr/mm6806e1.htm?s_cid=osh-vs-mmwr-full-001.

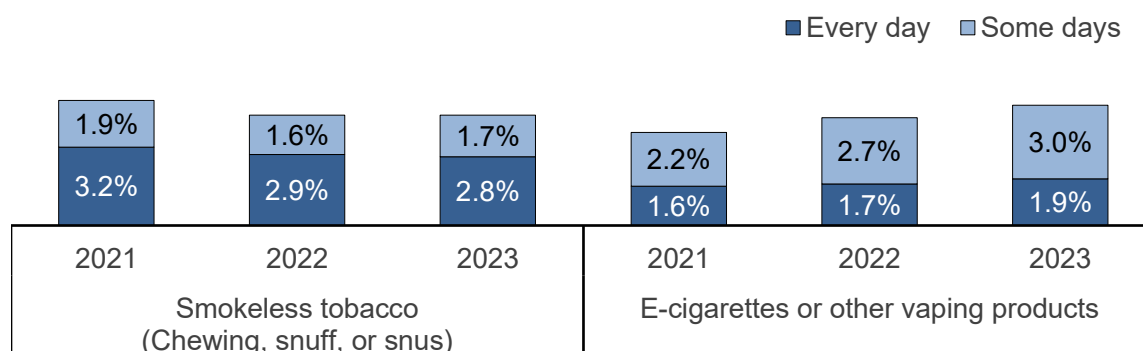
³⁶ Little, M. A., Fahey, M. C., Wang, X. Q., Talcott, G. W., McMurry, T., & Klesges, R. C. (2021). Trends in Tobacco Use among Young Adults Presenting for Military Service in the United States Air Force between 2013 and 2018. *Substance use & misuse*, 56(3), 370–376. <https://doi.org/10.1080/10826084.2020.1868517>.

mix of 4,000 chemicals, including as many as 30 that are linked to cancer.³⁷ Smokeless tobacco products are also linked to increased risk of developing oral, esophageal, and pancreatic cancers, and can cause stained teeth and damaged gum tissue.³⁸ E-cigarettes may also contain aerosols that can introduce cancer-causing chemicals, volatile compounds, and heavy metals into the lungs. Chemicals used to flavor the vapor, such as diacetyl, have also been linked to serious lung diseases. Lastly, many young people use both e-cigarettes and traditional cigarettes, and there is some evidence that using e-cigarettes increases the likelihood of smoking cigarettes in the future.³⁹

To measure the prevalence of smokeless tobacco use and e-cigarette and/or other vaping product use among enrollees, two questions were asked of enrollees: whether they currently use smokeless tobacco products such as chewing tobacco, snuff, or snus, and whether they use e-cigarettes or other vaping products (“Every day,” “Some days,” or “Not at all”).

Between 2021 and 2023, every day smokeless tobacco use declined slightly from 3.2 to 2.8 percent. Over the same period, the prevalence of e-cigarette or other vaping product use was increased slightly among every day users (from 1.6 to 1.9 percent) and occasional users (2.2 to 3.0 percent). Overall prevalence of e-cigarette use (those that used every day or somedays) increased from 3.8 to 4.9 percent (see Figure 5-10).

Figure 5-10. Among enrollees, prevalence of smokeless tobacco and e-cigarette use



Note: Denominator is all enrollees. Weighted N = 8,228,035.

³⁷ Available at [Chemicals in Tobacco Products and Your Health | FDA](#).

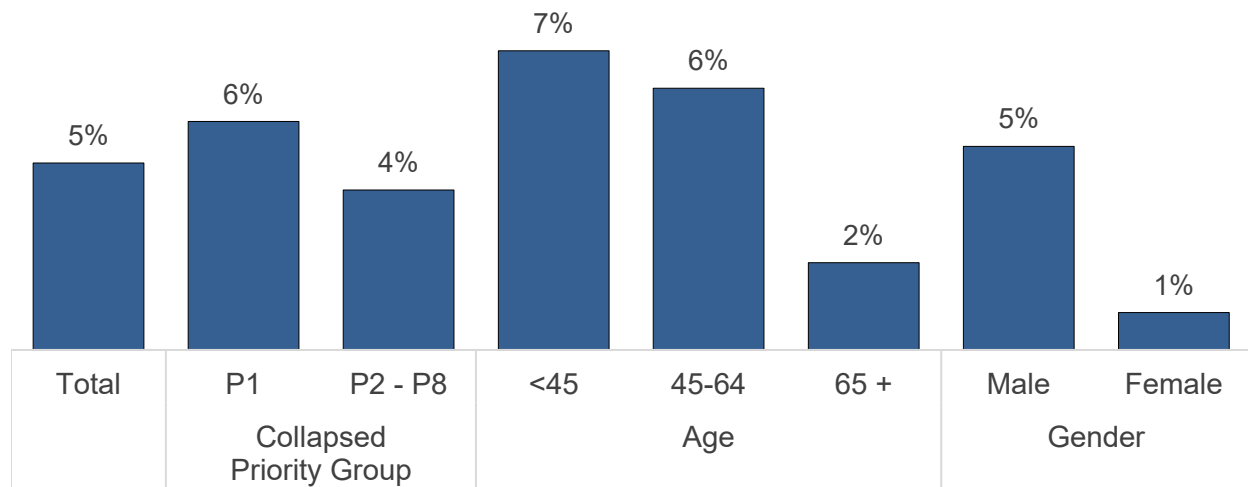
³⁸ Available at: <https://www.cancer.org/cancer/cancer-causes/tobacco-and-cancer/smokeless-tobacco.html#references>.

³⁹ Available at: https://www.cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html.

Figure 5-11 shows that the use of smokeless tobacco products varies across enrollee socioeconomic and demographic groups, while Figure 5-12 (next page) shows the same for e-cigarettes. Enrollees in Priority Group 1 had the highest rate of using smokeless tobacco products (six percent) and e-cigarettes or vaping products (seven percent) compared to those in Priority Groups 2-8 (4 percent for both).

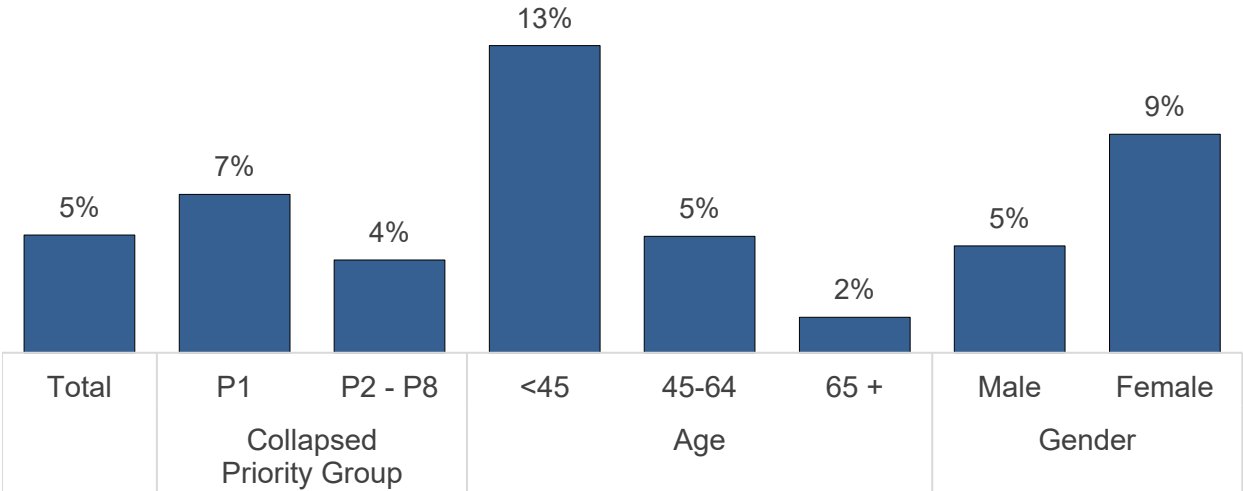
Smokeless tobacco and e-cigarette use appeared to be strongly correlated with age. Younger enrollees were more likely to engage in both behaviors, with the highest prevalence among enrollees younger than age 45 (seven percent for smokeless tobacco use and 13 percent for e-cigarette use). The use of smokeless tobacco products and e-cigarettes or other vaping products were lowest among enrollees age 65 and older (two percent). Analysis by enrollee gender indicated that male were more likely than female to use smokeless tobacco products (five percent compared to one percent, respectively). However, female enrollees were more likely than male to use e-cigarette or other vaping products (nine percent compared to five percent, respectively).

Figure 5-11. Among enrollees, use of smokeless tobacco products by Priority Group, age, and gender



Note: Denominator is all enrollees, weighted N = 8,228,035. Differences between subgroups are statistically significant at the $p < 0.01$ level (Chi squared test).

Figure 5-12. Among enrollees, use of e-cigarettes by Priority Group, age, and gender



Note: Denominator is all enrollees, weighted N = 8,228,035. Differences between subgroups are statistically significant at the p<0.01 level (Chi squared test).

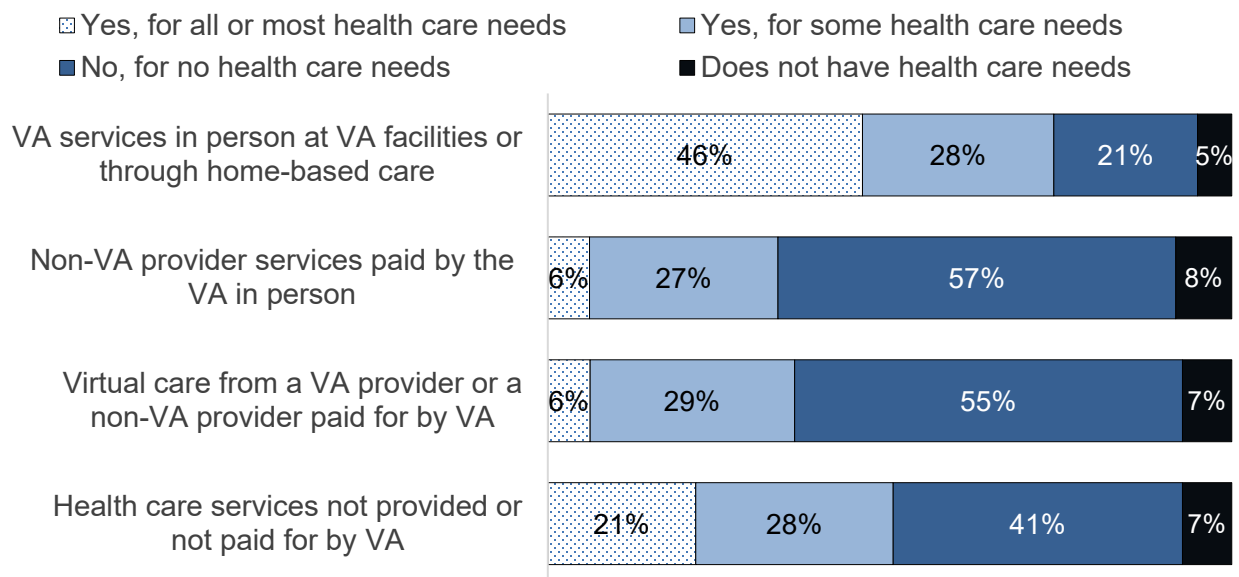
6. HEALTH CARE AND PRESCRIPTION DRUG USE

6.1 Current Use of VA

According to the Fiscal Year (FY) 2018-2024 Strategic Plan, VA projects that the Veteran population will change dramatically by gender, race/ethnicity, and age in the coming decades.⁴⁰ To understand the needs of a changing enrollee population, it is crucial to examine enrollees' reasons for current and future use of VA care. The 2023 Survey of Enrollees asked enrollees to identify ways they currently use and plan to use VA services to meet their health care needs.

Only five percent of enrollees indicated that they did not have any health care needs; the remaining enrollees reported their receipt of health care services. Half reported they use VA services for all of their health care needs (see Figure 6-1). In comparison, a smaller percentage of enrollees use non-VA provider services that are paid for by the VA (six percent) or not paid for by the VA (21 percent). Use of non-VA provider services that are paid for by the VA is referred to as Community Care within the VA Health System and its use has risen since eligibility for Community Care was expanded with the MISSION Act of 2018.

Figure 6-1. Receipt of health care services for enrollees with health care needs



Note: Denominator is enrollees, weighted N = 8,228,035 enrollees. Percentages of respondents who did not answer the question are not shown.

⁴⁰ Available at: https://www.ics.mil/Portals/36/Documents/Doctrine/Interorganizational_Documents/dva_strategicplan2018_2024.pdf?ver=2019-03-26-130258-840.

There are some differences in enrollee use of VA for health care needs by Priority Group, age, and gender (see Figure 6-2). More Veterans in Priority Group 1 use VA health care for most of their needs (57 percent) compared to those in Priority Groups 2-8 (40 percent). Younger enrollees were more likely than older enrollees to report they use VA health care for most or all their needs. For example, 52 percent of those under 45 compared to 41 percent of those over 65 use VA health care for most or all their needs. Female enrollees were more likely to use VA services for all or most of their health care needs (54 percent) compared to male enrollees (45 percent). Among all groups (Priority Group, age, and gender) those who reported they do not use VA for their health care needs hovered between 13 and 26 percent.

Figure 6-2. Percentage of enrollees currently using in person VA Health Care services, by Priority Group, age, and gender

	Yes, for all or most health care needs (%)	Yes, for some health care needs (%)	No, for no health care needs (%)	No, do not have any health care needs (%)	Total
Collapsed Priority group					
P1	56.8	28.3	12.8	1.9	3,119,171
P2 – P8	39.7	27.0	25.5	7.2	5,108,863
Age group					
< 45	52.1	24.5	18.6	4.6	1,758,352
45 – 64	49.8	21.9	22.1	6.0	2,486,144
65+	41.3	32.4	20.7	4.9	3,983,538
Gender					
Male	45.3	28.0	20.8	5.4	7,240,042
Female	53.8	23.3	19.6	3.1	797,966
All Enrollees	46.2	27.5	20.7	5.2	8,228,035

Note: Percentages in columns may not sum to 100 due to rounding. “NA” denotes cells without enough respondents (unweighted n<30) to provide a reliable estimate. Differences between subgroups are statistically significant at the p<0.05 level (Chi squared test).

While most enrollees do not use in-person health care at a non-VA provider paid for by VA, some differences exist by Priority Group, age, and gender (see Figure 6-3 (next page)). By age, enrollees who are under 45 years old reported the highest levels of using in person health care at a non-VA provider that was paid for by the VA (40 percent) for some of most of their health care needs. Female enrollees reported using this type of care for most or some of their health care needs (33 percent) more than male enrollees (26 percent). The percentage of enrollees who use this type of care for all or most of their health care needs were low across all groups, between five and seven percent.

Figure 6-3. Percentage of enrollees currently using in-person health care at a non-VA provider that is paid for by the VA, by Priority Group, age, and gender

	Yes, for all or most health care needs (%)	Yes, for some health care needs (%)	No, for no health care needs (%)	No, do not have any health care needs (%)	Total
Collapsed Priority group					
P1	7.2	37.1	50.7	3.5	3,119,171
P2 – P8	5.9	20.6	60.6	10.4	5,108,863
Age group					
< 45	6.3	31.8	54.7	6.1	1,758,352
45 – 64	5.9	27.4	57.1	8.2	2,486,144
65+	6.7	24.4	57.6	8.2	3,983,538
Gender					
Male	6.5	26.1	57.0	8.1	7,240,042
Female	5.2	33.4	55.2	4.6	797,966
All Enrollees	6.4	26.9	56.8	7.7	8,228,035

Note: Enrollees that did not have health care needs did not respond to this question. Percentages in columns may not sum to 100 due to rounding and missing data. Differences between subgroups are statistically significant at the p<0.05 level (Chi squared test).

Figure 6-4 (next page) presents 2023 survey findings on VA-funded virtual care by Priority Group, age, and gender. Enrollees in Priority Group 1 used VA-funded virtual care more than those in Priority Groups 2-8. Among Priority Group 1 enrollees, 9 percent used virtual care for all or most of their needs, and 42 percent used it for some of their needs. Comparatively, only five percent of Priority Group 2-8 used VA-funded virtual care for all their health care needs, and 22 percent reported using it for some of their needs. Twenty-nine percent of enrollees age 65 and older used virtual care paid for by the VA for at least some or most of their health care needs compared to 48 percent of enrollees under 45. A greater proportion of female enrollees used virtual care for at least some of their needs (46 percent) compared to male (35 percent) enrollees.

Figure 6-4. Percentage of enrollees receiving virtual care at VA or at a provider paid by the VA, by Priority Group, age, and gender

	Yes, for all or most health care needs (%)	Yes, for some health care needs (%)	No, for no health care needs (%)	No, do not have any health care needs (%)	Total
Collapsed Priority group					
P1	9.3	42.1	44.3	2.8	3,119,171
P2 – P8	4.8	21.8	61.3	9.8	5,108,863
Age group					
< 45	8.6	38.9	45.0	6.5	1,758,352
45 – 64	6.9	32.1	52.2	7.4	2,486,144
65+	5.3	23.7	60.8	7.3	3,983,538
Gender					
Male	6.4	28.4	55.6	7.5	7,240,042
Female	7.1	38.9	48.3	4.3	797,966
All Enrollees	6.5	29.5	54.9	7.1	8,228,035

Note: Enrollees that did not have health care needs did not respond to this question. Percentages in columns may not sum to 100 due to rounding and missing data. Differences between Collapsed Priority Groups, age groups, and male and female are statistically significant at the $p < 0.01$ level (Chi squared test).

Variations in enrollee use of health care not provided or paid for by the VA existed by Priority Group, age, and gender as shown in Figure 6-5 (next page). A greater proportion of enrollees in Priority Groups 2-8 reported using non-VA funded or provided health care for most or all their needs (25 percent), compared with enrollees in Priority Group 1 (14 percent). Twenty-four percent of Veterans age 65 and older use non-VA provided or paid for care for all or most of their health care needs. Across gender categories, percentages are relatively similar with over 20 percent of enrollees using this type of care for most or all their needs and 28 percent for some of their health care needs.

Figure 6-5. Percentage of enrollees using health care services not provided for or paid for by the VA, by Priority Group, age, and gender

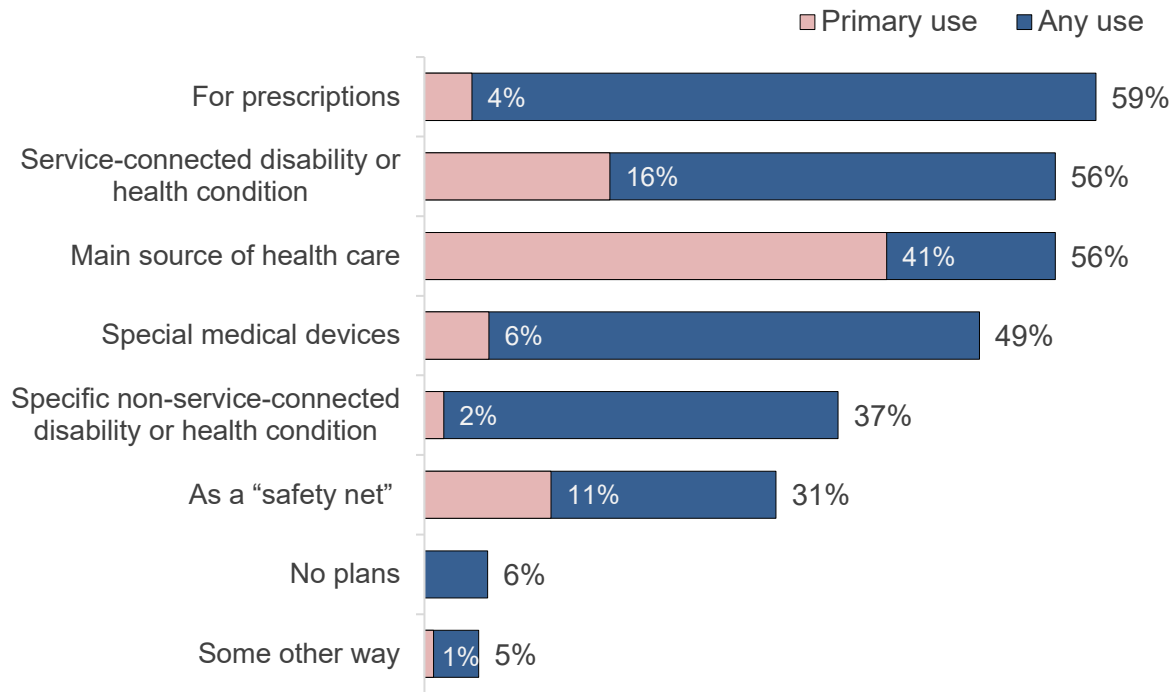
	Yes, for all or most health care needs (%)	Yes, for some health care needs (%)	No, for no health care needs (%)	No, do not have any health care needs (%)	Total
Collapsed Priority group					
P1	14.4	34.4	45.7	3.6	3,119,171
P2 – P8	25.2	24.5	38.0	9.8	5,108,863
Age group					
< 45	16.2	32.2	42.6	7.4	1,758,352
45 – 64	20.1	25.1	45.3	8.0	2,486,144
65+	23.9	28.5	37.4	7.1	3,983,538
Gender					
Male	21.2	28.2	40.5	7.7	7,240,042
Female	20.3	28.2	44.5	5.1	797,966
All Enrollees	21.1	28.3	40.9	7.5	8,228,035

Note: Enrollees that did not have health care needs did not respond to this question. Percentages in columns may not sum to 100 due to rounding. Differences between Collapsed Priority Groups and age groups are statistically significant at the $p < 0.01$ level (Chi squared test).

6.2 Future Use of VA

The 2023 Survey of Enrollees asked enrollees how they planned to use VA Health Care in the future, and then asked to select their primary planned use (Figure 6-6 (next page)). Most enrollees planned to use VA for prescriptions (59 percent), a service-connected disability or health condition (56 percent), or as their main source of health care (56 percent). While enrollees have multiple planned uses, enrollees most frequently indicated they would use the VA as their main source of health care.

Figure 6-6. Percentage of enrollees by planned future use of VA Health Care



Note: Denominator is all enrollees, Weighted N = 8,228,035 enrollees. The percentage of enrollees who did not answer the question is not shown. For any use, categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure 6-7 (next page) shows only the primary planned future use by enrollee characteristics such as Priority Group, age, and gender. Enrollees in Priority Group 1 were more likely to say they would use VA as their primary source of health care (48 percent) or for a service-related health condition (26 percent) than enrollees in Priority Groups 2-8 (41 percent and 12 percent, respectively). Older enrollees (age 65 and older) were less likely than younger enrollees to use VA Health Care as their primary source of health care (38 percent compared to 51 percent for enrollees age 45 to 64 and 47 percent for enrollees age 45 and younger). Compared to male enrollees, a higher percentage of female enrollees reported their planned future use of VA health care would be as their primary health care source (53 percent for female enrollees and 43 percent for male enrollees).

Figure 6-7. Enrollees primary planned future use VA Health Care, by Priority Group, age, and gender

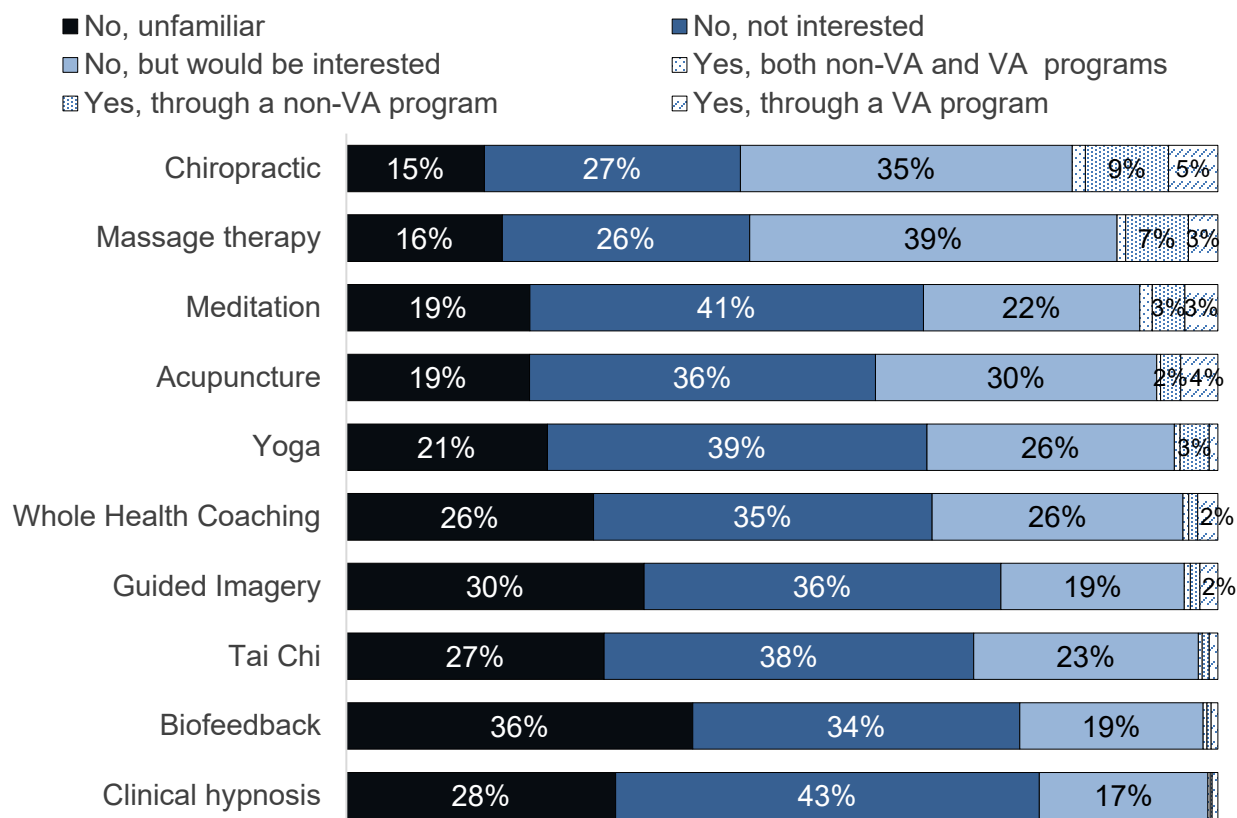
	Main source (%)	Service-related health condition (%)	Specific health condition (%)	Special medical devices (%)	Prescriptions (%)	Safety net (%)	Other way (%)	Total
Priority group								
P1	48.1	25.7	0.5	3.4	3.3	5.1	0.8	3,021,099
P2 – P8	40.6	12.1	2.7	7.8	5.3	16.3	0.9	4,706,124
Age group								
<45	46.5	32.9	NA	NA	1.8	8.9	NA	1,692,916
45 – 64	50.7	18.6	1.5	2.4	2.4	12.6	0.8	2,376,657
65+	37.5	9.5	2.6	10.9	7.1	12.9	0.8	3,657,649
Gender								
Male	42.5	17.3	1.9	6.7	4.7	11.9	0.8	6,782,513
Female	53.0	18.0	1.8	1.3	3.5	11.2	1.5	767,034
All Enrollees	43.6	17.4	1.8	6.1	4.5	11.9	0.9	7,727,222

Note: Denominator is enrollees that planned to use VA health care in the future. Percentages of respondents who did not answer the question are not shown. “NA” denotes cells without enough respondents (unweighted n<30) to provide a reliable estimate. Differences between Collapsed Priority Groups, age groups, and male and female enrollees are statistically significant at the p<0.01 level (Chi squared test).

6.3 Holistic Care Use

The 2023 survey asked enrollees about their familiarity and use of holistic health care approaches, such as acupuncture, yoga, chiropractic care and more. Figure 6-8 (next page) presents enrollee responses for ten holistic modalities. The holistic approaches most used by enrollees were chiropractic care and massage therapy. Five percent of enrollees used chiropractic care through a VA program and nine percent through a non-VA program. Similarly, three percent of enrollees used massage therapy through a VA program and seven percent through a non-VA program. For enrollees who had not used these forms of holistic health care, the greatest interest was for massage therapy (39 percent), chiropractic care (35 percent), and acupuncture (30 percent). Of those who reported they were unfamiliar with the modality and had not used it, biofeedback (36 percent), guided imagery (30 percent), and clinical hypnosis (28 percent) were among the top categories.

Figure 6-8. Percentage of enrollees using holistic approaches for health care needs



Note: Denominator is all enrollees, Weighted N = 8,228,035 enrollees. Percentages of respondents who did not answer the question are not shown. Data labels are not shown when the percentage is below 1.

6.4 Prescription Medication Use

The survey asked enrollees the number of prescription medications they had used in the last 30 days and the number they had obtained from VA pharmacies. As shown in Figure 6-9 (next page), 39 percent of all enrollees reported using five or more prescription medications in the past month, less than last year's number of 47 percent. An additional 29 percent reported taking three to four prescription medications in the past month, and another 17 percent reported taking one to two prescription medications. Slightly less than one in six enrollees (14 percent) reported taking no prescription medications in the past month. The average (mean) number of prescription medications taken by enrollees in the past 30 days was 5.5 prescriptions, which slightly increased from last year's mean of 5.2. The mean includes those who took zero prescription medications.

Figure 6-9. Number of prescription medications used in the last 30 days, all enrollees

Number of prescriptions in last 30 days	#	%
0	1,121,325	13.6
1 – 2	1,407,885	17.1
3 – 4	2,360,625	28.7
5 or more	3,215,604	39.1
Missing	122,595	1.5
All enrollees	8,228,035	100.0
Mean = 5.5		

Note: The total and the mean include enrollees who used zero prescriptions in the last 30 days.

Enrollees who reported taking at least one prescription medication in the past 30 days were asked about the number of prescription medications they obtained from VA pharmacies. Figure 6-10 shows that among these enrollees, 29 percent obtained five or more of their prescription medications from VA pharmacies, a decline from 34 percent last year. Another 17 percent obtained one to two prescription medications from VA, and 22 percent obtained three to four prescription medications from VA. Just under one-third (32 percent) of those enrollees taking prescription medications obtained none of those medications from the VA. For enrollees who reported using one or more prescription drugs in the last 30 days, an average of 4.1 prescriptions were obtained from the VA, up slightly from 2022 when the mean was 3.9. The next section explores the topic of VA prescription medication reliance in greater detail.

Figure 6-10. Among enrollees who used prescription medications in the past 30 days, the number of prescription medications from U.S. Department of Veterans Affairs (VA)

Number of prescriptions from VA in last 30 days	#	%
0	2,222,846	31.8
1 – 2	1,170,074	16.7
3 – 4	1,525,352	21.8
5 or more	2,007,063	28.7
Missing	58,780	0.8
Total	6,984,114	100.0
Mean = 4.1		

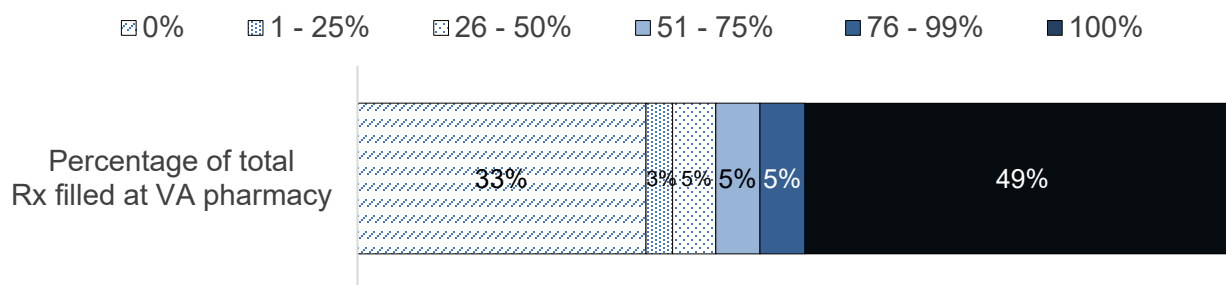
Note: The total and the mean exclude enrollees who used zero prescriptions in the past 30 days as well as enrollees who had missing data. The denominator for the percentages shown includes enrollees who had missing on the question about the number of prescriptions obtained from VA.

6.5 VA Prescription Medication Use

To better understand the utilization of VA for prescription medications, a measure of VA prescription drug utilization was calculated as the number of prescription medications obtained from the VA in the past 30 days, divided by the total number of prescriptions obtained in the past 30 days.

Figure 6-11 shows a distribution of VA prescription medication utilization. Namely, enrollees tended to obtain either all of their prescription medications from the VA or none of their prescription medications from the VA. Nearly half of enrollees (49 percent) reported fully utilizing the VA for their prescription medications in the past 30 days, 33 percent of enrollees obtained none of their prescription medications from the VA. Less than one in five enrollees (18 percent) can be described as “dual” users, obtaining some of their prescription medications from VA pharmacies and some from non-VA sources.

Figure 6-11. Percentage of enrollees who filled their total prescriptions at a VA pharmacy, 2023

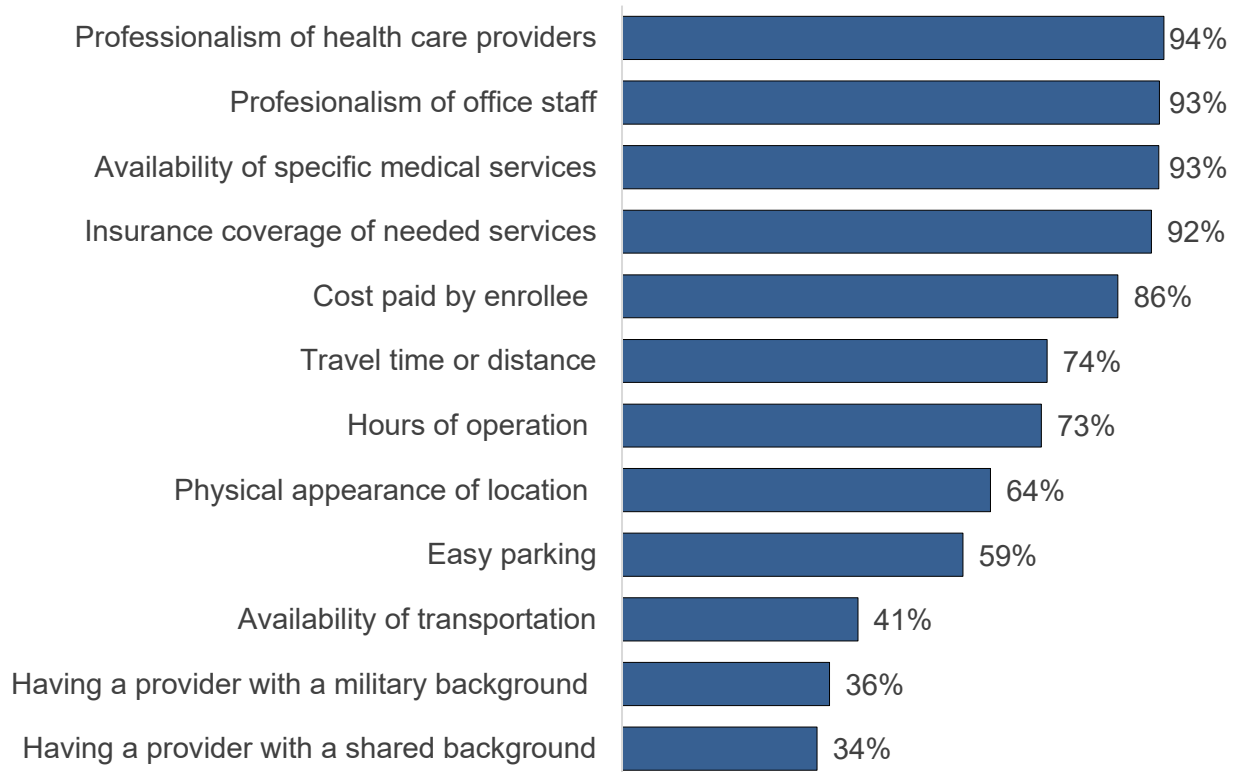


Note: Denominator is all enrollees who used prescription medication in the past 30 days and had non-missing data on both the number of prescriptions from VA sources and non-VA sources, Weighted N = 6,984,033 enrollees.

6.6 Selection of Primary Health Care Providers

The survey asked enrollees to identify the factors they felt were most important to them in selecting their primary care providers on a scale from “not an important factor” to an “extremely important factor.” Figure 6-12 (next page) displays the percentage of enrollees that indicated a factor was at least somewhat important. The following factors were identified as important by enrollees: professionalism of health care providers (94 percent), professionalism of office staff (93 percent), availability of specific medical services (93 percent), and insurance coverage of needed services (92 percent). Costs paid by the enrollee (86 percent), travel time or distance (74 percent), and hours of operation (73 percent) were also important factors for the majority of enrollees when selecting a primary care provider. Only 34 percent of enrollees felt having a shared background with a primary care provider was an important factor to them.

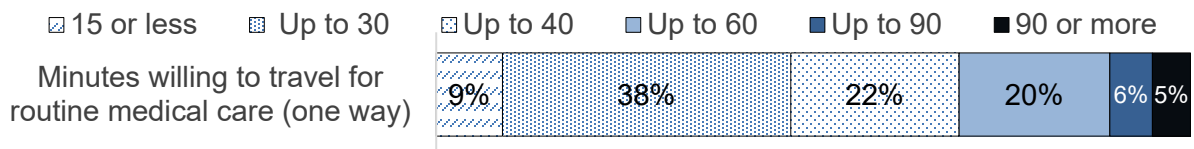
Figure 6-12. Percentage of enrollees that find factors important in selecting primary care providers



Note: Denominator is all enrollees, Weighted N = 8,228,035 enrollees.

Enrollees provided the time, in minutes, they would be willing to spend traveling one way for routine medical care (see Figure 6-13). Many enrollees (38 percent) would be willing to travel up to 30 minutes, followed by up to 40 minutes (22 percent), and up to 60 minutes (20 percent) for routine medical care.

Figure 6-13. Percentage of enrollees by time (minutes) willing to travel one-way for routine medical care



Note: Denominator is all enrollees, Weighted N = 8,228,035 enrollees.

7. DIGITAL ACCESS TO VA HEALTH CARE, INFORMATION AND RESOURCES

Since the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH Act), the Federal Government has made significant investments in the adoption of health information technology (HIT), with the aim of transforming health care delivery and promoting person-centered and self-managed health. Health providers and hospitals have followed suit by improving their existing electronic systems and services. For example, VA has been modernizing its electronic health record (EHR) system to provide enrolled Veterans with seamless care as they transition from military service to Veteran status and when they choose to use community care.⁴¹

In support of the modernization effort, VA released an online feature that allows enrolled Veterans to access their medical images and associated study reports online. This feature, called the VA Medical Images and Reports, allows enrolled Veterans with a premium account to view, download, and share copies of their radiology studies, such as X-rays, mammograms, magnetic resonance imaging (MRI) scans, and computerized tomography (CT) scans from the VA EHR.⁴² The VA Medical Images and Reports feature is available through MyHealthVet, an online personal health record portal for enrolled Veterans and active-duty service members, their health care providers, and dependents. Another effort to make medical records more accessible is through the Blue Button Initiative, which enables enrolled Veterans to access their health records electronically and share with doctors, trusted family members, or caregivers.⁴³

As more providers adopt health information technologies and make health care available through remote means (e.g., email, phone consultations, mobile applications, video), understanding how enrollees access the internet, the frequency of internet use, and reasons for internet use across enrollee subgroups becomes increasingly important. Barriers to electronic health platforms affect both providers and patients. Barriers to providers include cost pressures, time limitations, cultural differences, poor usability, and lack of steady and consistent access for patient users.⁴⁴ To help understand patient barriers to online usage, VA conducted a study of VA patient portal usage at a large VA health care facility. Results showed that short-term and long-term portal usage was associated with having broadband at home, high self-rated ability to use the internet, and overall online behavior. Digital inclusion, or ready access to the internet and digital skills, appears to be a social determinant in patient exposure to portal services.⁴⁵

⁴¹ Available at: <https://www.healthit.gov/sites/default/files/page/2018-12/2018-HITECH-report-to-congress.pdf>.

⁴² Available at: <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=4046>.

⁴³ Available at: <https://www.va.gov/bluebutton>.

⁴⁴ The Office of the National Coordinator for Health. (n.d.). *Federal Health IT Strategic Plan 2015-2020*. Washington, DC: Author.

⁴⁵ Woods, S.S., Forsberg, C.W., Schwartz, E.C., Nazi, K.M., Hibbard, J.H., Houston, T.K., and Gerrity, M. (2017). The association of patient factors, digital access, and online behavior on sustained patient portal use: A prospective cohort of enrolled users. *Journal of Medical Internet Research*, 19(10), e345.

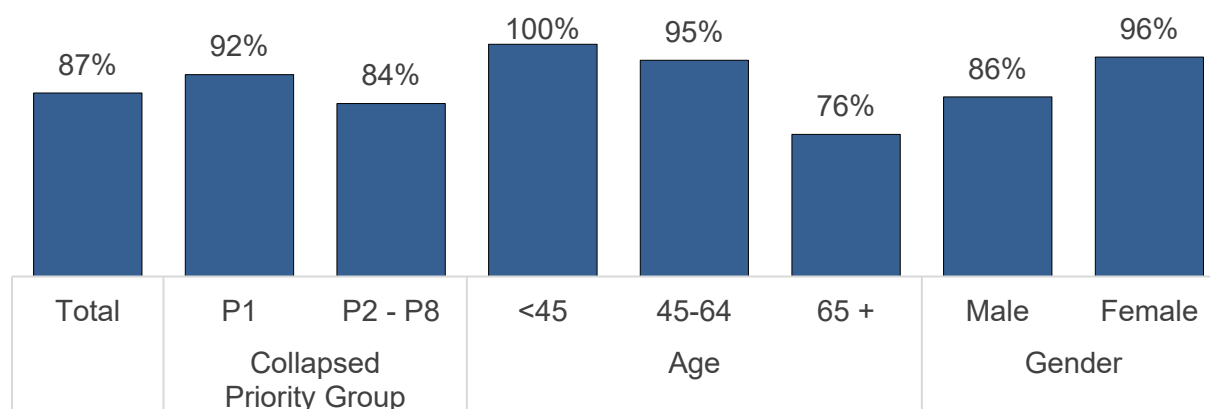
As in previous years, the 2023 Survey of Enrollees included questions about enrollees' use of the internet, as well as enrollees' interest in using computer or mobile devices for their own health care.

7.1 Access to the Internet

A recent study suggests that internet use for health resource access is critical for Veterans and their caregivers, with those feeling most technologically comfortable benefiting most from online resources.⁴⁶ More than four in five enrollees (87 percent) in the 2023 survey reported using the internet, at least occasionally, compared to 83 percent in 2022.

Figure 7-1 show the percentage of enrollee internet users by collapsed Priority Group, age, and gender. Internet usage was most prevalent among enrollees who were younger and among female enrollees. Nearly all enrollees under the age of 65 reported that they used the internet as compared with 76 percent of enrollees 65 years or older.

Figure 7-1. Percentage of enrollees who use the internet, at least occasionally, by Priority Group, age, and gender

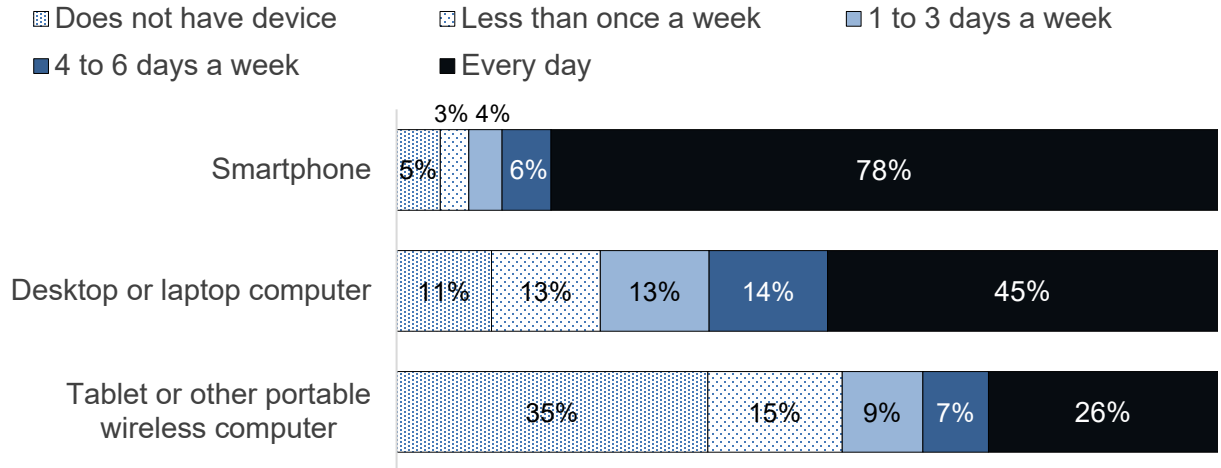


Note: Denominator is all enrollees in each demographic group. Weighted N = 8,228,035 enrollees. Differences between subgroups are statistically significant at the p<0.01 level (Chi squared test).

Enrollees reported how frequently they use the internet on different devices, such as a desktop/laptop computer, smartphone, or tablet/portable wireless computer (see Figure 7-2 (next page)). More than two-thirds of enrollees (78 percent) use the web on their smartphones every day. Comparatively, 45 percent of enrollees access the web every day through a desktop or laptop and 26 percent through a tablet or portable wireless computer. Notably, 35 percent of enrollees do not own a tablet or portable wireless computer while 11 percent do not own a desktop or laptop and five percent do not own a smartphone.

⁴⁶ Duan-Porter, W., Van Houtven, C.H., Mahanna, E.P., Chapman, J.G., Stechuchak, K.M., Coffman, C.J., and Hastings, S.N. (2018). Internet use and technology-related attitudes of Veterans and informal caregivers of Veterans. *Telemedicine and e-Health*, 24(7). <https://doi.org/10.1089/tmj.2017.0015>.

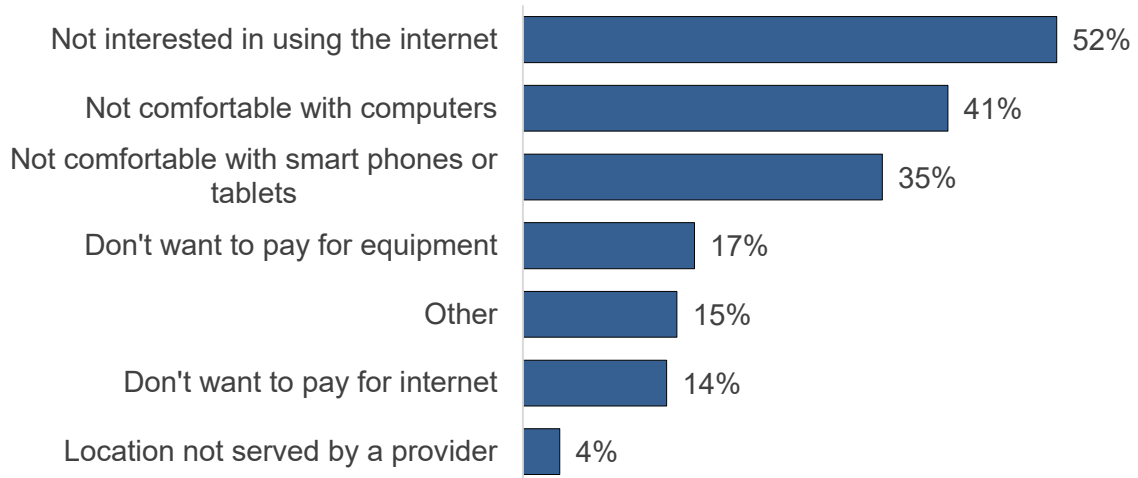
Figure 7-2. Percentage of enrollees by method of web use



Note: Denominator is enrollees who are internet users. Weighted N = 7,165,078 enrollees.

For enrollees who do not use or have the internet, over half (52 percent) reported it is because they are not interested in using the internet (see Figure 7-3). Some enrollees do not use the internet because they are not comfortable with computers (41 percent) or smart phones and tablets (35 percent). Only 4 percent of enrollees reported they do not use the internet because their location is not serviced by an internet provider.

Figure 7-3. Percentage of enrollees by reasons they do not use or have access to the internet

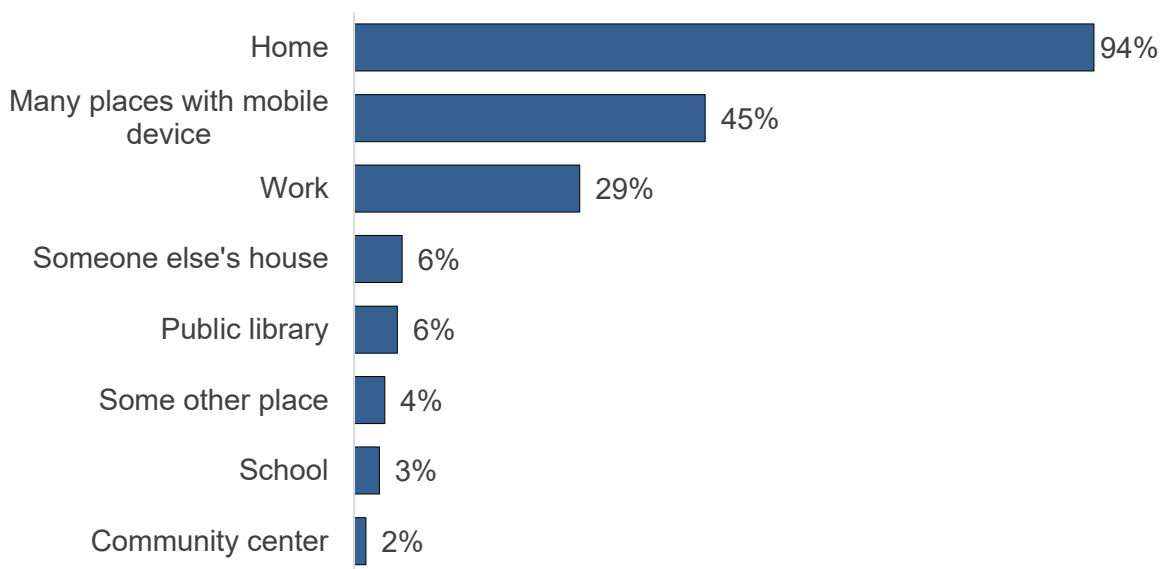


Note: Denominator is enrollees who are not internet users. Weighted N = 1,062,956 enrollees. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

7.2 Places Where Enrollees Access the Internet

As shown in Figure 7-4, the most common place where enrollees accessed the internet was at home (94 percent). Enrollees also reported accessing the internet through mobile devices such as a cellphone or tablet (45 percent) and at work (29 percent). A much smaller share of enrollees reported accessing the internet at someone else's house (six percent), a public library (6 percent), some other place (four percent), a school (three percent), or a community center (two percent).

Figure 7-4. Among enrollee internet users, the places where they accessed the internet



Note: Denominator is enrollees who are internet users. Weighted N = 7,165,078 enrollees. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure 7-5 (next page) shows places where enrollee internet users accessed the internet by Priority Group, age, and gender. Across Priority Group, age group, and gender, home was the most frequent place where enrollees accessed the internet. However, there were differences across all three groups for other locations.

The youngest group of enrollee internet users (under the age of 45) were most likely to use the internet on their mobile devices (64 percent) relative to 45 to 64 year olds (50 percent) and over 65 year olds (29 percent). Similarly, younger enrollees were more likely to use the internet at work (51 percent for enrollees under 45 and 41 percent for enrollees 45 to 64) relative to older enrollees (6 percent of enrollees 65 and older). Similarly, female enrollees were more likely to use the internet on mobile devices (55 percent) or at work (38 percent) relative to male enrollees (43 percent on mobile devices and 27 percent at work).

Figure 7-5. Places where enrollees access the internet, by Priority Group, age, and gender

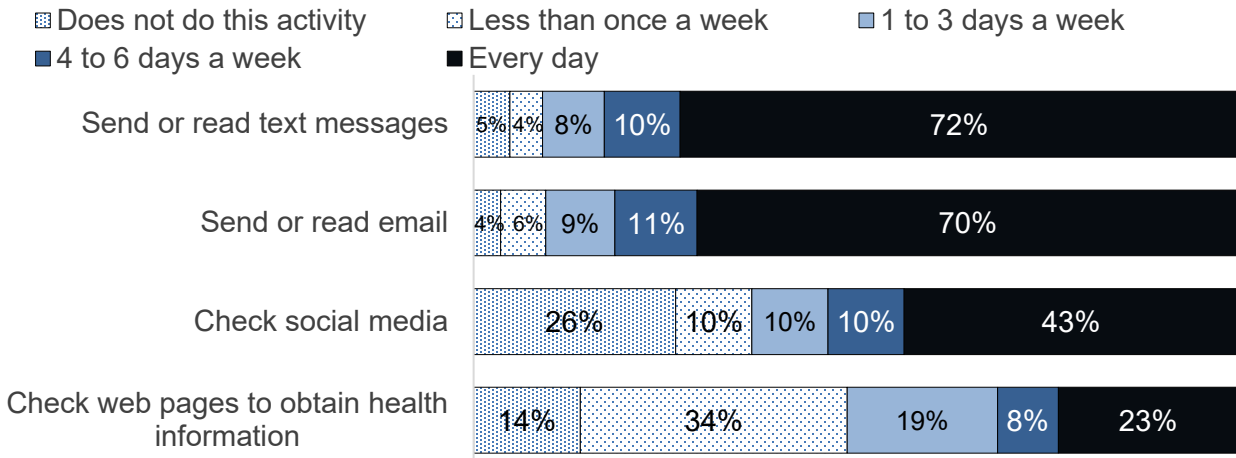
	Home (% internet users)	Mobile device (% internet users)	Work (% internet users)	Someone else's house (% internet users)	Public library (% internet users)	Some other place (% internet users)	School (% internet users)	Community center (% internet users)	Internet users
Collapsed Priority Group									
P1	95.5	46.0	29.8	5.9	5.5	4.1	4.6	1.9	2,860,065
P2 – P8	92.7	43.5	27.8	6.2	5.5	3.8	2.3	1.2	4,305,013
Age group									
<45	95.3	64.0	51.0	9.9	7.8	5.8	9.7	3.1	1,749,381
45 – 64	93.2	49.7	40.7	6.3	5.9	3.9	2.1	1.1	2,372,493
65+	93.4	29.3	6.2	3.7	3.9	2.9	0.3	0.9	3,043,204
Gender									
Male	93.5	43.2	27.3	5.6	5.0	4.0	2.7	1.4	7,240,042
Female	95.8	54.8	38.2	9.8	9.6	3.4	6.8	2.2	797,966
All Enrollees	93.8	44.5	28.6	6.1	5.5	3.9	3.2	1.5	7,165,078

Note: Categories are not mutually exclusive, and enrollees can be counted in more than one category. Differences in home and school internet use between Priority Groups are statistically significant at the p<0.01 level (Chi squared test). Differences in home, work, school, public library, community center, someone else's house, mobile device, and some other place internet use between age groups are statistically significant at the p<0.01 level (Chi squared test). Differences in home, work, school, public library, community center, someone else's house, mobile devices, and some other place internet use between male and female enrollees are statistically significant at the p<0.01 level (Chi squared test).

7.3 Methods of Communication

Figure 7-6 shows enrollees' frequency and use of text messages, email, social media, and web pages for health information. Over 70 percent of enrollees reported they send or read text messages and email every day, while just under half of enrollees (43 percent) check social media every day. However, 26 percent of enrollees reported they do not use social media.

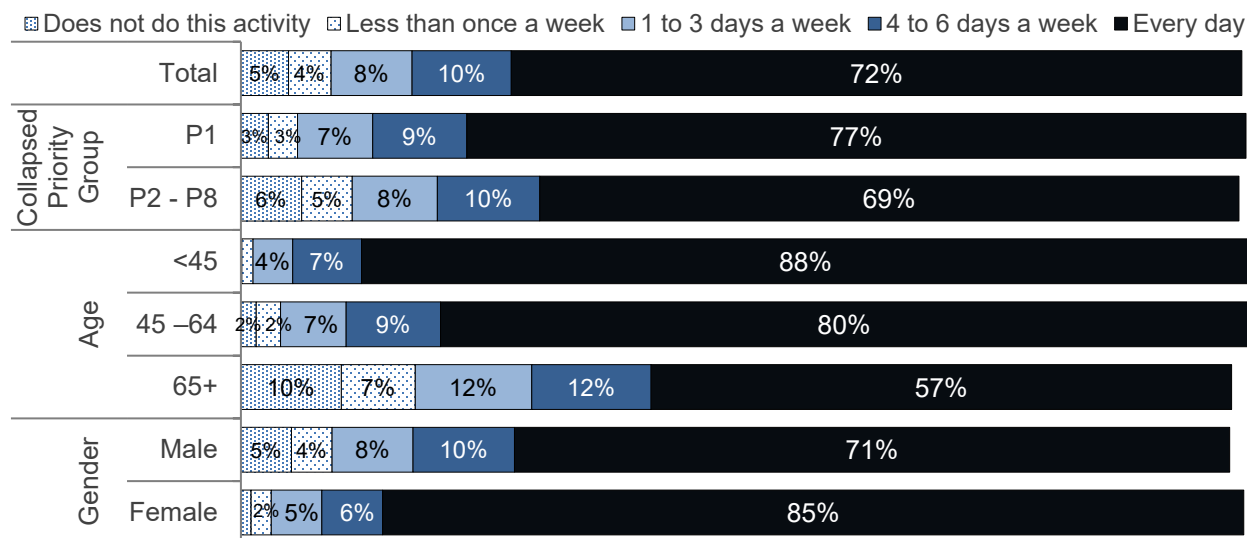
Figure 7-6. Percentage of enrollees by typical text message, email, web, and social media use



Note: Denominator is enrollees who are internet users. Weighted N = 7,165,078 enrollees.

Across Priority Group, age, and gender, most enrollees use text messages every day (see Figure 7-7 (next page)). Enrollees in Priority Group 1 use text messages every day more than those in Priority Groups 2-8 (77 percent compared to 69 percent, respectively). Younger enrollees tend to text at higher rates compared to older enrollees. Everyday text message use is highest among younger enrollees (88 percent of those under age 45) and lowest for enrollees 65 and older (57 percent). Notably, 10 percent of enrollees age 65 and older do not use text messages at all. Additionally, a greater proportion of female enrollees use text messages every day (85 percent) compared to male enrollees (71 percent).

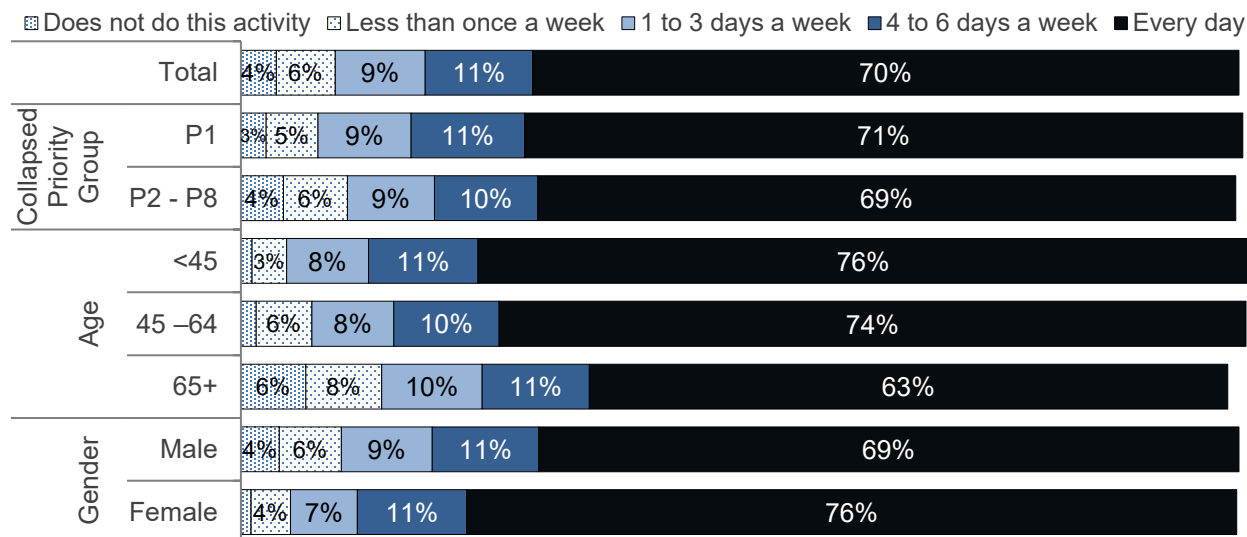
Figure 7-7. Percentage of enrollees who use text messages, by Priority Group, age, and gender



Note. Data labels are not shown when the percentage is below 1. Differences between collapsed Priority Groups, age, and male and female enrollees are statistically significant at the $p < 0.01$ level (Chi squared test).

Figure 7-8 displays enrollees' frequency of reading their email by Priority Group, age, and gender. Overall, 70 percent of enrollees read their email every day. Enrollees 65 and older read email every day (63 percent) at lower rates relative to enrollees 45 to 64 (74 percent) and 45 and under (76 percent). Female enrollees are also more likely to read email every day (76 percent) compared to male enrollees (69 percent).

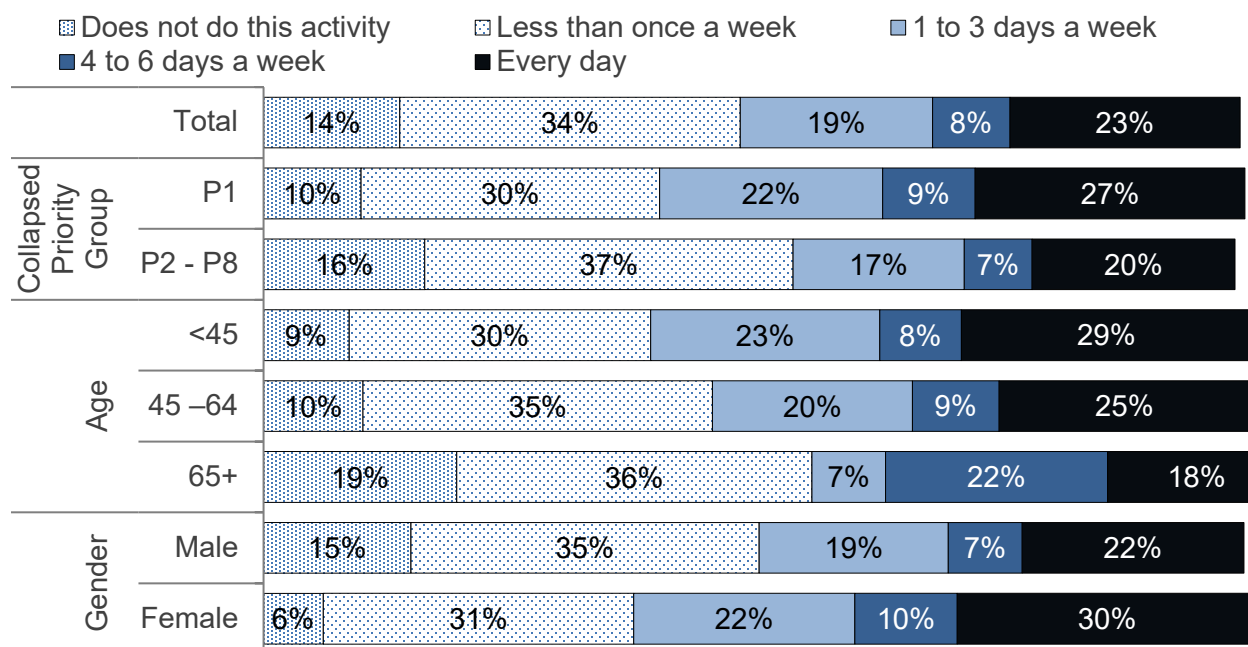
Figure 7-8. Percentage of enrollees who read email, by Priority Group, age, and gender



Note: Data labels are not shown when the percentage is below 1. Differences between collapsed Priority Groups, age, and male and female enrollees are statistically significant at the $p < 0.01$ level (Chi squared test).

Enrollees were asked how frequently they use web pages to obtain health-related information. Generally, around one-third of enrollees use the internet less than once a week to find health-related information, with little variation by Priority Group, age, or gender. Enrollees in Priority Group 1 (27 percent), those who are under the age of 45 (29 percent), and female enrollees (30 percent) used web pages for health-related information most frequently, reporting their use as every day. Nineteen percent of enrollees 65 and older did not use the web to obtain health-related information (See Figure 7-9).

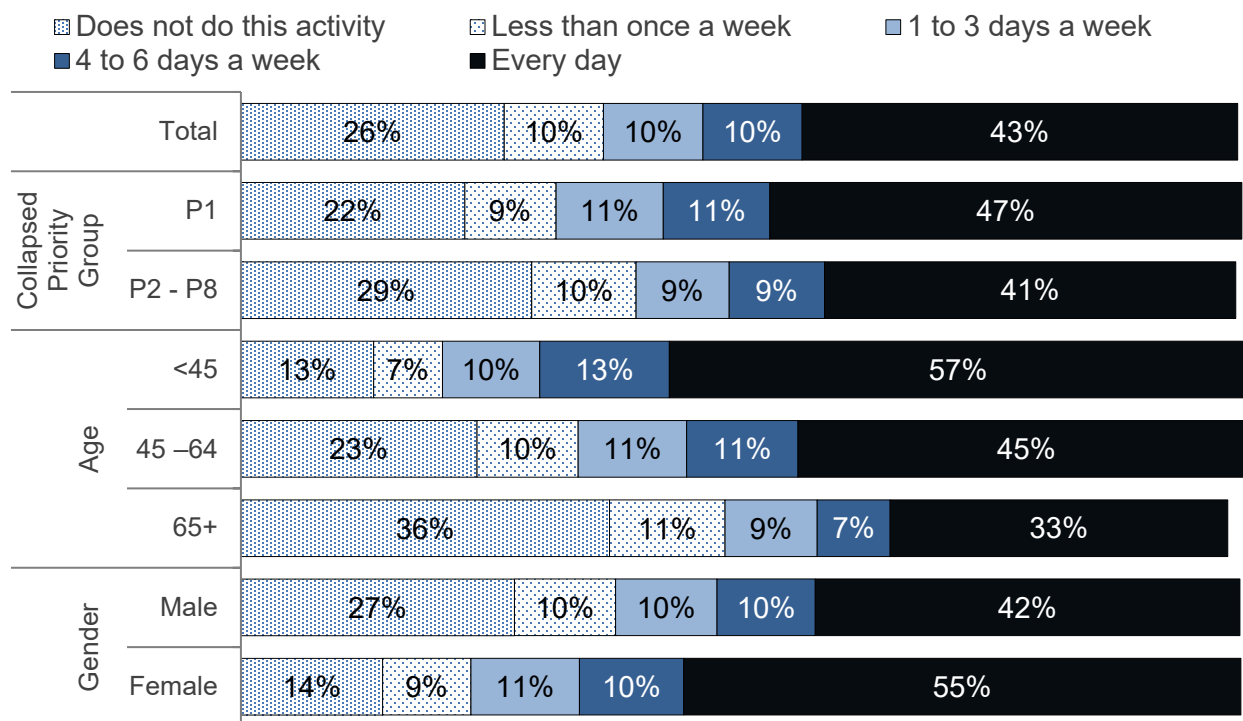
Figure 7-9. Percentage of enrollees who check web pages to obtain information on health, by Priority Group, age, and gender



Note: Differences between collapsed Priority Groups, age, and male and female enrollees are statistically significant at the p<0.01 level (Chi squared test).

Enrollees' frequency and use of social media varied also varied by Priority Group, age, and gender (see Figure 7-10 (next page)). Younger enrollees were most likely to check social media. While 57 percent of enrollees 45 and younger check social media every day, only 33 percent of enrollees 65 and older check their social media every day. Female enrollees were also more likely to check social media compared to male enrollees. Enrollees in Priority Groups 2-8 were less likely to use social media at all (29 percent) compared to enrollees in Priority Group 1.

Figure 7-10. Percentage of enrollees who check social media, by Priority Group, age, and gender



Note: Differences between collapsed Priority Groups, age, and male and female enrollees are statistically significant at the p<0.01 level (Chi squared test).

7.4 Readiness and Willingness to Use Internet for VA Information and Activities

Telehealth is one of VA’s efforts to shift health care from a provider-centric delivery model to a patient-centric model, where enrollees’ personal health goals are taken into consideration and their health care needs are better met through more timely care, improved access, and higher quality.⁴⁷ Telehealth is a term used to describe various technologies such as Home Telehealth, Clinical Video Telehealth, and Store-and-Forward Telehealth (enabling sites in need of specialized consults to forward clinical data, images, and/or videos), all of which use “modern technology to provide clinical care and patient education when the patient and provider are in separate locations.”⁴⁸ Telehealth enables patients to receive medical exams from primary care providers, consult with specialists, participate in counseling, monitor chronic conditions, and share/receive diagnostic information, while circumventing barriers such as stigma, geographic distance, and travel costs. Veterans Health Administration (VHA) telehealth services have seen

⁴⁷ Available at: <http://www.mdedge.com/fedprac/article/101082/health-policy/madhulika-agarwal-telehealth-vha>.

⁴⁸ Available at: https://connectedcare.va.gov/sites/default/files/OT_va-telehealth-factsheet-2019-01.pdf.

a steady annual growth in the last several years⁴⁹ and have been a critical resource for delivering clinical programs and services to meet the psychosocial and health needs of enrolled Veterans and their caregivers.^{50,51,52}

The 2023 Survey of Enrollees asked about existing use and/or willingness to perform virtual health-related tasks, willingness to schedule virtual consultations or appointments, and willingness to share information and receive medical opinions as part of a virtual consultation or appointment. Figure 7-11 (next page) displays the percentage of enrollees that already use the telehealth-related task or were “somewhat willing” or “very willing” to do the task on a computer or mobile device. Enrollees were most willing to use telehealth for accessing their personal records (81 percent), scheduling medical appointments (81 percent), or accessing lab or x-ray results (81 percent). Enrollees showed less support for using telehealth to complete an online stress/anxiety assessment (64 percent) and for online support groups (46 percent).

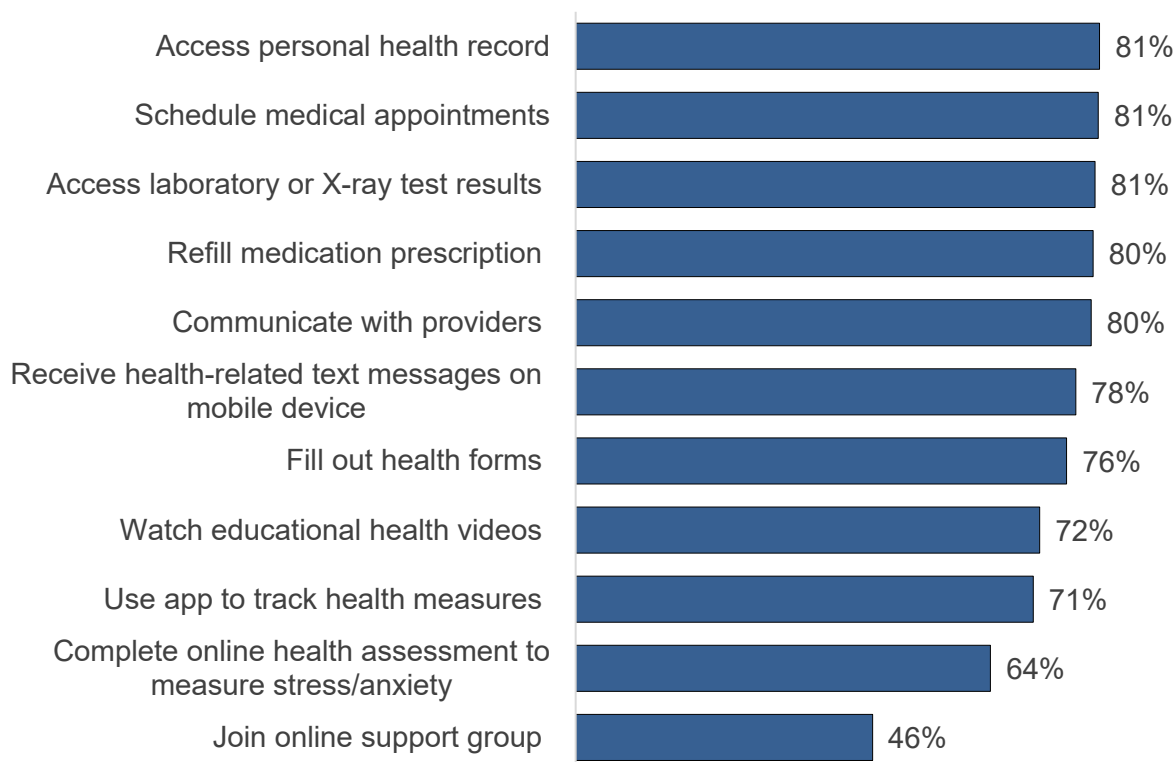
⁴⁹ Darkins, A. (2014). The growth of telehealth services in the Veterans Health Administration between 1994 and 2014: A study in the diffusion of innovation. *Telemedicine and e-Health*, 20 (9), 761-768.

⁵⁰ Yuen, E.K., Gros, D.F., Price, M., Zeigler, S., Tuerk, P.W., Foa, E.B., and Acierno, R. (2015). Randomized controlled trial of home-based telehealth versus in-person prolonged exposure for combat-related PTSD in Veterans: Preliminary results. *Journal of Clinical Psychology*, 71(6), 500-512.

⁵¹ Hernandez, H., Scholten, J., and Moore, E. (2015). Home clinical video telehealth promotes education and communication with caregivers of Veterans with TBI. *Telemedicine and e-Health*, 21(9), 761-766.

⁵² Dang, S., Gomez-Orozco, C.A., van Zuilen, M.H., and Levis, S. (2017). Providing dementia consultations to Veterans using clinical video telehealth: Results from a clinical demonstration project. *Telemedicine and e-Health*, 24(3), 203-209.

Figure 7-11. Percentage of enrollees who already use or would be at least somewhat willing to perform telehealth-related tasks



Note: Denominator is all enrollees. Weighted N = 8,228,035 enrollees. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Telehealth has the potential to improve access to services and help reduce the inequalities in health care use, and ultimately, outcomes attributable to socioeconomic, geographic, and demographic differences among VA enrollees. However, for these benefits to be realized, it is important for these technologies to reach subgroups of enrollees who are disproportionately less willing or able to adopt these new practices by providing the information and support they need to overcome any barriers to access and use.

Willingness of enrollees to perform telehealth services, telemedicine, or health-related tasks using the internet varied across Priority Group, age, and gender (Figure 7-12 (next page)). Enrollees in Priority Groups 1 had the highest willingness rates across all telehealth-related tasks. The youngest enrollees (<45 years) were most willing to conduct telehealth-related tasks, and those age 45 to 64 were more willing than those 65 and older to use telehealth for all tasks. Female enrollees were more willing to conduct all telehealth-related tasks than male enrollees, except for refilling prescription medications.

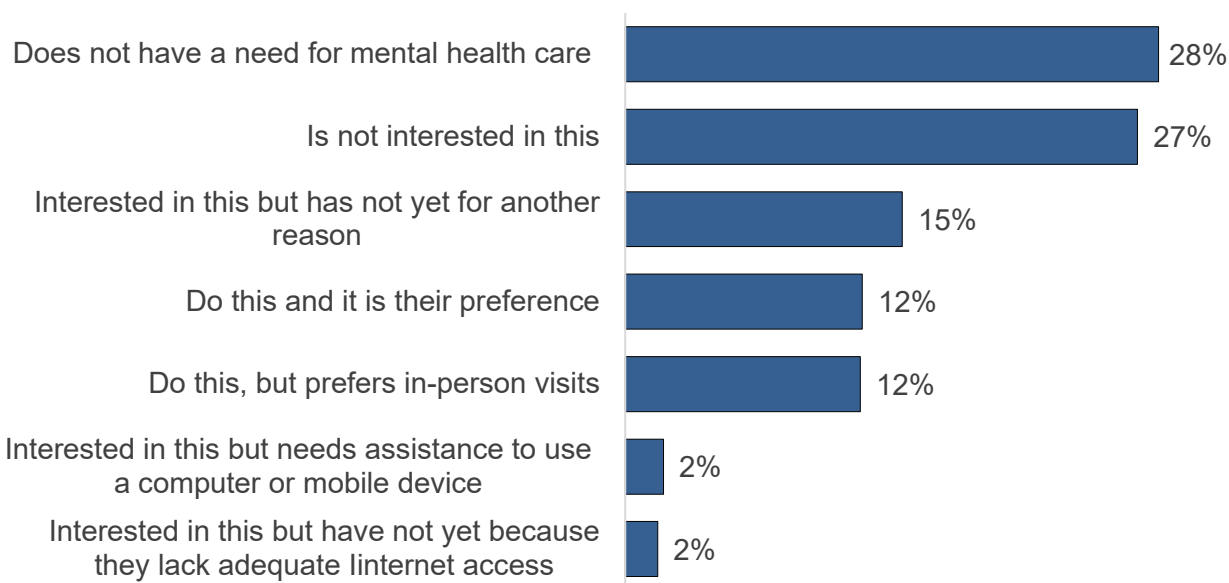
Figure 7-12. Percentage of enrollees who already use or would be willing to perform virtual health-related tasks by Priority Group, age, and gender

	Priority Group		Age			Gender		
	P1	P2-P8	<45	45-64	65+	Male	Female	Total
Access personal health record	87.4%	77.5%	95.9%	90.8%	68.8%	79.9%	92.3%	81.2%
Schedule medical appointments	87.1%	77.3%	95.7%	90.9%	68.4%	79.9%	91.5%	81.0%
Access laboratory or X-ray test results	86.6%	76.8%	95.9%	90.4%	67.6%	79.3%	91.6%	80.5%
Refill medication prescription	85.6%	76.2%	92.6%	89.9%	68.6%	79.0%	90.5%	80.2%
Communicate with providers	87.0%	75.5%	96.7%	90.2%	66.0%	78.5%	92.4%	79.9%
Receive health-related text messages on mobile device	84.4%	73.4%	91.1%	87.5%	65.4%	76.0%	90.8%	77.5%
Fill out health forms	82.3%	72.3%	94.4%	87.1%	61.1%	74.7%	88.0%	76.1%
Watch educational health videos	77.9%	68.2%	87.0%	82.9%	58.3%	70.2%	86.9%	71.9%
Use app to track health measures	78.0%	66.6%	88.5%	81.3%	56.7%	69.5%	83.4%	70.9%
Complete online health assessment to measure stress/ anxiety	73.4%	58.7%	87.7%	77.8%	45.5%	62.2%	82.6%	64.3%
Join online support group	53.4%	41.5%	64.8%	56.5%	31.1%	43.9%	64.8%	46.0%
Total number of enrollees	3,119,171	5,108,863	1,758,352	2,486,144	3,983,538	7,398,317	829,717	8,228,035

Note: Differences between subgroups are statistically significant at the $p < 0.05$ level (Chi squared test).

Enrollees showed low support for using telehealth for mental health care (see Figure 7-13). Overall, 28 percent of enrollees reported they do not have a need for mental health care, and 27 percent indicated they were not interested in meeting with a mental health provider remotely. Nearly one-quarter of enrollees (24 percent) indicated they currently meet virtually with a mental health provider but were split with their preference for virtual visits (12 percent) and in-person visits (12 percent).

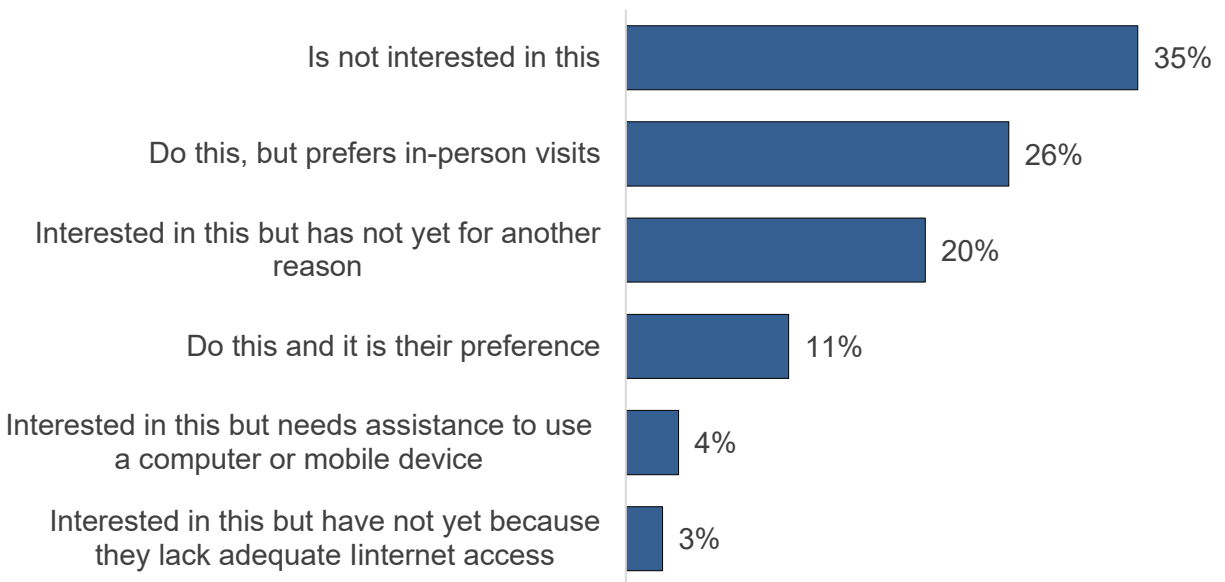
Figure 7-13. Percentage of enrollees that have met with or are willing to meet with a mental health provider remotely



Note: Denominator is all enrollees in each demographic group. Weighted N = 8,228,035 enrollees.

Enrollees were also asked about their experience with and willingness to meet with a non-mental health provider remotely. More than one-third (35 percent) of enrollees were not interested in meeting with a non-mental health provider through virtual means. Twenty-six percent of enrollees said they currently meet virtually with non-mental health providers but prefer for those appointments to be in-person. Only 11 percent of enrollees reported they meet remotely with a non-mental health provider and prefer the virtual method. See Figure 7-14 (next page).

Figure 7-14. Percentage of enrollees that have met with or are willing to meet with a non-mental health provider remotely



Note: Denominator is all enrollees in each demographic group. Weighted N = 8,228,035 enrollees.

Figure 7-15 (next page) provides the percentage of enrollees that already share or are “somewhat willing” or “very willing” to share information and receive medical opinions as part of a virtual consultation or appointment. Those in Priority Group 1 were more willing than the other Priority Groups to share health information and receive a medical opinion. Additionally, Priority Group 1 enrollees were more supportive of sharing medical information with a computer (51 percent) and receiving health information from a computer (50 percent) than those in Priority Groups 2-8 (41 percent and 39 percent respectively). The youngest enrollees (age less than 45) and those age 45 to 64 were more likely than enrollees age 65 and older to show support for these types of virtual consultations and appointments. Female enrollees were more willing than male enrollees to share information and receive a medical opinion, including sharing with and receiving a medical opinion from a computer.

Figure 7-15. Percentage of enrollees willing to share health information or receive medical opinions as part of a virtual consultation or appointment

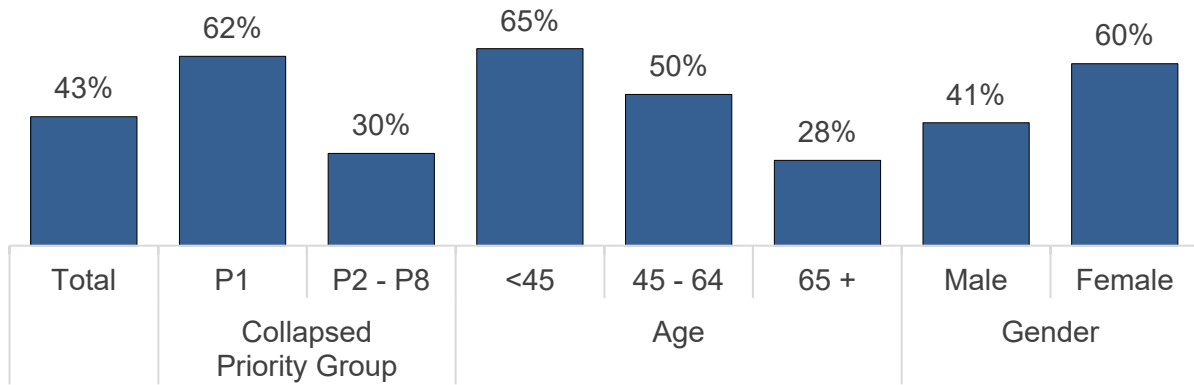
	Share health information (%)	Receive a medical opinion (%)	Share health information with a computer that makes a decision without interaction from a health care provider (%)	Receive health information with a computer that makes a decision without interaction from a health care provider	Internet users (#)
Collapsed Priority Group					
P1	73.9	77.0	51.2	49.6	3,119,171
P2 – P8	60.9	64.7	40.6	38.5	5,108,863
Age group					
<45	85.6	87.8	66.7	61.8	1,758,352
45 – 64	77.0	80.5	52.8	50.3	2,486,144
65+	50.1	54.3	30.2	28.3	3,983,538
Gender					
Male	64.2	68.0	43.8	42.0	7,240,042
Female	79.7	81.4	52.1	49.2	797,966
All Enrollees	65.8	69.4	44.6	42.8	8,228,035

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,228,035 enrollees. Differences between subgroups are statistically significant at the p<0.05 level (Chi squared test).

7.5 Readiness and Willingness to Use Internet for VA Information and Activities

MyHealtheVet, a portal on VA.gov, provides a single place where Veterans can manage their health care needs, as well as other VA benefits and services. Less than half of enrollees (43 percent) report they currently use MyHealtheVet. The majority of Priority Group 1 enrollees (62 percent) reported they use this portal, compared to only 30 percent of Priority Groups 2-8 Veterans. Younger veterans show greater use of MyHealtheVet than those who are older, with 65 percent of enrollees 45 and under using the portal compared to 28 percent of enrollees 65 and older. Female enrollees (60 percent) were also more likely to use MyHealtheVet compared to male enrollees (41 percent). See Figure 7-16 (next page).

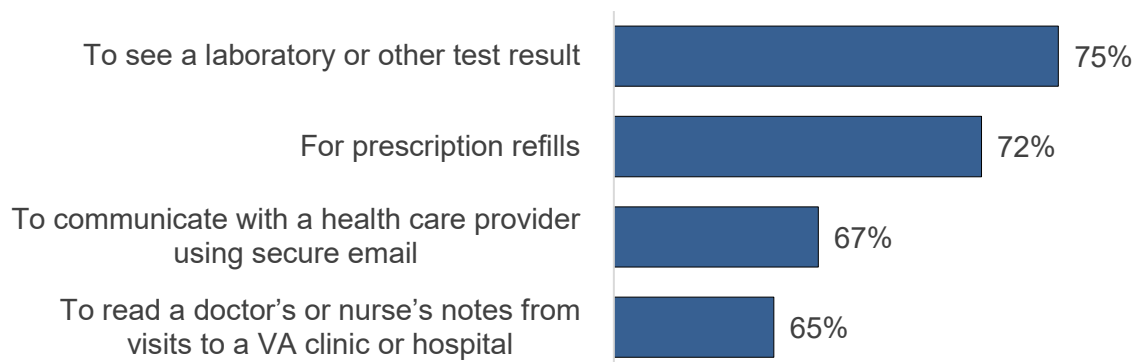
Figure 7-16. Percentage of enrollees that use My HealtheVet, by Priority Group, age, and gender



Note: Denominator is all enrollees in each demographic group. Weighted N = 8,228,035 enrollees. Differences between collapsed Priority Groups, age, and male and female enrollees are statistically significant at the $p < 0.01$ level (Chi squared test).

Enrollees that use MyHealtheVet also provided their most common uses of the site. Enrollees most frequently used the website to see a laboratory or other test result (75 percent), for prescription refills (72 percent), communicating through secure email with a health care provider (67 percent), and reading doctor or nurse notes from a medical appointment (65 percent). See Figure 7-17.

Figure 7-17. Percentage of enrollees that use of My HealtheVet for specific purposes



Note: Denominator is enrollees that use My HealtheVet. Weighted N = 3,499,926 enrollees. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

APPENDIX A

VISN TABLES

APPENDIX A. VISN TABLES

Figure A-1. Enrollees by priority group and VISN

VISN	VISN total	Priority Group			
		P1		P2-P8	
		Weighted N	%	Weighted N	%
1	309,883	98,409	31.8	211,474	68.2
2	371,521	100,004	26.9	271,517	73.1
4	355,426	101,653	28.6	253,773	71.4
5	303,310	126,500	41.7	176,810	58.3
6	530,715	245,424	46.2	285,291	53.8
7	621,378	292,861	47.1	328,517	52.9
8	698,384	255,343	36.6	443,041	63.4
9	349,868	137,718	39.4	212,150	60.6
10	603,025	174,548	28.9	428,477	71.1
12	330,441	95,679	29.0	234,762	71.0
15	288,899	101,474	35.1	187,425	64.9
16	548,134	225,106	41.1	323,028	58.9
17	589,518	295,341	50.1	294,177	49.9
19	420,540	178,748	42.5	241,792	57.5
20	415,775	159,477	38.4	256,298	61.6
21	415,470	154,191	37.1	261,279	62.9
22	692,683	267,101	38.6	425,583	61.4
23	383,063	109,593	28.6	273,470	71.4
National	8,228,035	3,119,171	37.9	5,108,863	62.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-2. Enrollees by age and VISN

VISN	VISN total	Age group					
		<45		45-64		65+	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	66,195	21.4	67,420	21.8	176,268	56.9
2	371,521	71,658	19.3	87,817	23.6	212,045	57.1
4	355,426	60,851	17.1	104,843	29.5	189,732	53.4
5	303,310	67,384	22.2	107,235	35.4	128,691	42.4
6	530,715	96,947	18.3	185,926	35.0	247,842	46.7
7	621,378	114,265	18.4	225,855	36.3	281,258	45.3
8	698,384	118,441	17.0	219,388	31.4	360,555	51.6
9	349,868	67,848	19.4	110,373	31.5	171,647	49.1
10	603,025	123,245	20.4	159,255	26.4	320,526	53.2
12	330,441	76,845	23.3	84,527	25.6	169,070	51.2
15	288,899	61,308	21.2	84,261	29.2	143,330	49.6
16	548,134	136,690	24.9	189,515	34.6	221,928	40.5
17	589,518	139,551	23.7	214,794	36.4	235,173	39.9
19	420,540	105,602	25.1	119,174	28.3	195,763	46.6
20	415,775	92,158	22.2	129,150	31.1	194,467	46.8
21	415,470	84,123	20.2	114,371	27.5	216,975	52.2
22	692,683	178,096	25.7	203,972	29.4	310,615	44.8
23	383,063	97,145	25.4	78,265	20.4	207,652	54.2
National	8,228,035	1,758,352	21.4	2,486,144	30.2	3,983,538	48.4

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-3. Enrollees by sex and VISN

VISN	VISN total	Sex			
		Male		Female	
		Weighted N	%	Weighted N	%
1	309,883	279,217	90.1	30,666	9.9
2	371,521	342,617	92.2	28,904	7.8
4	355,426	323,027	90.9	32,399	9.1
5	303,310	256,106	84.4	47,204	15.6
6	530,715	457,469	86.2	73,247	13.8
7	621,378	554,912	89.3	66,467	10.7
8	698,384	628,891	90.0	69,493	10.0
9	349,868	316,062	90.3	33,806	9.7
10	603,025	553,879	91.9	49,146	8.1
12	330,441	304,122	92.0	26,319	8.0
15	288,899	261,279	90.4	27,620	9.6
16	548,134	489,315	89.3	58,819	10.7
17	589,518	527,804	89.5	61,714	10.5
19	420,540	376,882	89.6	43,658	10.4
20	415,775	378,342	91.0	37,434	9.0
21	415,470	370,551	89.2	44,919	10.8
22	692,683	624,338	90.1	68,345	9.9
23	383,063	353,505	92.3	29,558	7.7
National	8,228,035	7,398,317	89.9	829,717	10.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-4. Enrollees by sexual orientation and VISN

VISN	VISN total	Priority Group					
		Heterosexual or Straight		Gay, Lesbian, Bisexual, Other, or Not sure		Prefer not to answer or missing	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	279,993	90.4	7,602	2.5	22,288	7.2
2	371,521	338,535	91.1	10,142	2.7	22,844	6.1
4	355,426	330,368	92.9	7,680	2.2	17,378	4.9
5	303,310	271,273	89.4	12,302	4.1	19,735	6.5
6	530,715	491,641	92.6	14,291	2.7	24,783	4.7
7	621,378	576,240	92.7	11,008	1.8	34,131	5.5
8	698,384	631,839	90.5	24,795	3.6	41,751	6.0
9	349,868	318,609	91.1	10,028	2.9	21,231	6.1
10	603,025	549,526	91.1	17,207	2.9	36,293	6.0
12	330,441	306,601	92.8	8,639	2.6	15,201	4.6
15	288,899	273,372	94.6	NA	NA	11,642	4.0
16	548,134	505,724	92.3	13,595	2.5	28,814	5.3
17	589,518	537,032	91.1	23,338	4.0	29,148	4.9
19	420,540	388,987	92.5	9,715	2.3	21,838	5.2
20	415,775	379,685	91.3	16,146	3.9	19,943	4.8
21	415,470	376,085	90.5	20,155	4.9	19,229	4.6
22	692,683	626,962	90.5	32,086	4.6	33,635	4.9
23	383,063	346,042	90.3	12,466	3.3	24,555	6.4
National	8,228,035	7,528,515	91.5	255,079	3.1	444,441	5.4

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-5. Enrollees by marital status (currently married, widowed, divorced) and VISN

VISN	VISN total	Marital Status					
		Currently married		Widowed		Divorced	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	193,354	62.4	24,324	7.8	43,494	14.0
2	371,521	206,987	55.7	36,373	9.8	49,471	13.3
4	355,426	218,317	61.4	28,713	8.1	54,649	15.4
5	303,310	174,700	57.6	23,283	7.7	48,131	15.9
6	530,715	357,141	67.3	35,632	6.7	71,591	13.5
7	621,378	396,082	63.7	41,577	6.7	85,337	13.7
8	698,384	423,315	60.6	47,899	6.9	121,797	17.4
9	349,868	214,841	61.4	31,873	9.1	52,268	14.9
10	603,025	347,283	57.6	49,436	8.2	97,360	16.1
12	330,441	202,618	61.3	25,958	7.9	45,104	13.6
15	288,899	188,005	65.1	24,061	8.3	42,215	14.6
16	548,134	337,422	61.6	31,201	5.7	86,071	15.7
17	589,518	398,877	67.7	33,071	5.6	90,473	15.3
19	420,540	262,850	62.5	31,707	7.5	69,565	16.5
20	415,775	256,358	61.7	24,426	5.9	72,440	17.4
21	415,470	227,860	54.8	28,504	6.9	65,537	15.8
22	692,683	391,189	56.5	44,244	6.4	115,365	16.7
23	383,063	247,100	64.5	28,880	7.5	42,835	11.2
National	8,228,035	5,044,300	61.3	591,161	7.2	1,253,704	15.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-6. Enrollees by marital status (separated, never married, living with a partner/unmarried) and VISN

VISN	VISN total	Marital Status					
		Separated		Never Married		Living with a partner, unmarried	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	28,495	9.2	13,876	4.5
2	371,521	8,424	2.3	50,404	13.6	16,142	4.3
4	355,426	5,402	1.5	33,180	9.3	11,719	3.3
5	303,310	5,284	1.7	37,276	12.3	12,880	4.2
6	530,715	9,857	1.9	35,547	6.7	18,231	3.4
7	621,378	12,021	1.9	63,791	10.3	16,382	2.6
8	698,384	NA	NA	48,747	7.0	33,786	4.8
9	349,868	10,450	3.0	16,673	4.8	20,060	5.7
10	603,025	NA	NA	62,631	10.4	31,059	5.2
12	330,441	4,190	1.3	40,302	12.2	10,283	3.1
15	288,899	NA	NA	20,603	7.1	9,688	3.4
16	548,134	12,105	2.2	50,704	9.3	26,290	4.8
17	589,518	7,150	1.2	35,982	6.1	17,505	3.0
19	420,540	NA	NA	29,520	7.0	14,541	3.5
20	415,775	NA	NA	39,300	9.5	15,353	3.7
21	415,470	9,374	2.3	51,866	12.5	28,568	6.9
22	692,683	10,622	1.5	91,813	13.3	34,921	5.0
23	383,063	NA	NA	35,843	9.4	19,143	5.0
National	8,228,035	137,558	1.7	772,677	9.4	350,426	4.3

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-7. Enrollees by dependents and VISN

VISN	VISN total	Number of Dependents					
		0		1 to 4		5 or more	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	149,326	48.2	150,900	48.7	NA	NA
2	371,521	195,576	52.6	169,031	45.5	NA	NA
4	355,426	163,072	45.9	183,607	51.7	NA	NA
5	303,310	141,672	46.7	156,109	51.5	NA	NA
6	530,715	221,172	41.7	290,739	54.8	NA	NA
7	621,378	236,369	38.0	377,198	60.7	NA	NA
8	698,384	303,585	43.5	377,295	54.0	NA	NA
9	349,868	140,412	40.1	191,687	54.8	NA	NA
10	603,025	285,561	47.4	300,920	49.9	NA	NA
12	330,441	156,400	47.3	164,793	49.9	NA	NA
15	288,899	125,307	43.4	158,574	54.9	NA	NA
16	548,134	216,520	39.5	311,785	56.9	NA	NA
17	589,518	219,534	37.2	352,985	59.9	NA	NA
19	420,540	190,794	45.4	217,230	51.7	NA	NA
20	415,775	191,343	46.0	214,993	51.7	NA	NA
21	415,470	215,015	51.8	191,331	46.1	NA	NA
22	692,683	314,756	45.4	363,681	52.5	NA	NA
23	383,063	181,511	47.4	188,312	49.2	NA	NA
National	8,228,035	3,647,926	44.3	4,361,169	53.0	NA	NA

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-8. Enrollees by selected race and ethnicity (mutually exclusive) (Hispanic, White, Black or African-American, American Indian or Alaskan Native) and VISN

VISN	VISN total	Race and ethnicity							
		Hispanic		White		Black or African-American		American Indian or Alaskan Native	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	12,944	4.2	250,165	80.7	8,941	2.9	309,883	12,944
2	371,521	31,007	8.3	268,081	72.2	31,226	8.4	371,521	31,007
4	355,426	11,385	3.2	283,505	79.8	31,214	8.8	355,426	11,385
5	303,310	15,642	5.2	187,051	61.7	55,940	18.4	303,310	15,642
6	530,715	37,456	7.1	305,759	57.6	128,648	24.2	530,715	37,456
7	621,378	NA	NA	345,058	55.5	188,934	30.4	621,378	NA
8	698,384	122,958	17.6	429,377	61.5	76,682	11.0	698,384	122,958
9	349,868	16,567	4.7	261,122	74.6	44,783	12.8	349,868	16,567
10	603,025	NA	NA	486,759	80.7	53,084	8.8	603,025	NA
12	330,441	19,629	5.9	249,430	75.5	32,575	9.9	330,441	19,629
15	288,899	5,904	2.0	235,315	81.5	20,487	7.1	288,899	5,904
16	548,134	42,157	7.7	324,280	59.2	110,574	20.2	548,134	42,157
17	589,518	140,151	23.8	296,834	50.4	90,836	15.4	589,518	140,151
19	420,540	29,993	7.1	313,904	74.6	18,892	4.5	420,540	29,993
20	415,775	13,015	3.1	316,124	76.0	12,095	2.9	415,775	13,015
21	415,470	62,649	15.1	224,109	53.9	30,101	7.2	415,470	62,649
22	692,683	138,165	19.9	383,237	55.3	50,365	7.3	692,683	138,165
23	383,063	11,140	2.9	339,255	88.6	3,447	0.9	383,063	11,140
National	8,228,035	731,617	8.9	5,499,363	66.8	988,825	12.0	8,228,035	731,617

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-9. Enrollees by selected race and ethnicity (mutually exclusive) (Asian, Native Hawaiian/Other Pacific Islander, Prefer not to answer/missing, Multiracial) and VISN

VISN	VISN total	Race and ethnicity							
		Asian		Native Hawaiian/Other Pacific Islander		Prefer not to answer/missing		Multiracial	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	NA	NA	27,380	8.8	NA	NA
2	371,521	NA	NA	NA	NA	22,744	6.1	NA	NA
4	355,426	NA	NA	NA	NA	21,582	6.1	NA	NA
5	303,310	NA	NA	NA	NA	24,870	8.2	NA	NA
6	530,715	NA	NA	NA	NA	41,228	7.8	NA	NA
7	621,378	NA	NA	NA	NA	52,561	8.5	18,802	3.0
8	698,384	NA	NA	NA	NA	52,481	7.5	10,876	1.6
9	349,868	NA	NA	NA	NA	19,051	5.4	5,918	1.7
10	603,025	NA	NA	NA	NA	38,831	6.4	NA	NA
12	330,441	NA	NA	NA	NA	19,072	5.8	NA	NA
15	288,899	NA	NA	NA	NA	17,058	5.9	NA	NA
16	548,134	NA	NA	NA	NA	45,300	8.3	NA	NA
17	589,518	NA	NA	NA	NA	33,236	5.6	11,830	2.0
19	420,540	NA	NA	NA	NA	35,427	8.4	10,256	2.4
20	415,775	NA	NA	NA	NA	38,829	9.3	22,773	5.5
21	415,470	37,972	9.1	8,610	9.1	34,311	8.3	15,137	3.6
22	692,683	26,423	3.8	NA	NA	55,363	8.0	25,968	3.7
23	383,063	NA	NA	NA	NA	20,547	5.4	NA	NA
National	8,228,035	139,847	1.7	23,522	0.3	599,871	7.3	189,785	2.3

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-10. Enrollees by language primarily spoken at home and VISN

VISN	VISN total	Language primarily spoken at home					
		English		Spanish		Other	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	149,326	95.6	NA	NA	NA	NA
2	371,521	195,576	93.7	NA	NA	NA	NA
4	355,426	163,072	98.1	NA	NA	NA	NA
5	303,310	141,672	95.5	NA	NA	NA	NA
6	530,715	221,172	95.9	NA	NA	NA	NA
7	621,378	236,369	96.9	NA	NA	NA	NA
8	698,384	303,585	87.5	67,583	9.7	NA	NA
9	349,868	140,412	97.6	NA	NA	NA	NA
10	603,025	285,561	96.7	NA	NA	NA	NA
12	330,441	156,400	98.0	NA	NA	NA	NA
15	288,899	125,307	97.9	NA	NA	NA	NA
16	548,134	216,520	96.7	NA	NA	NA	NA
17	589,518	219,534	93.1	15,625	2.7	NA	NA
19	420,540	190,794	95.7	NA	NA	NA	NA
20	415,775	191,343	96.7	NA	NA	NA	NA
21	415,470	215,015	95.5	NA	NA	7,743	1.9
22	692,683	314,756	93.8	14,059	2.0	11,043	1.6
23	383,063	181,511	97.1	NA	NA	NA	NA
National	8,228,035	3,647,926	95.3	117,247	1.4	49,567	0.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-11. Enrollees by selected education (some high school, high school, some college, associate’s degree) level and VISN

VISN	VISN total	Race and ethnicity							
		Some high school, no diploma		High school diploma (including GED)		Some college credit, no degree		Associate’s degree	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	10,377	3.3	68,024	22.0	69,222	22.3	37,923	12.2
2	371,521	12,557	3.4	90,377	24.3	103,016	27.7	41,402	11.1
4	355,426	9,590	2.7	113,775	32.0	85,398	24.0	48,850	13.7
5	303,310	6,018	2.0	54,947	18.1	62,714	20.7	20,843	6.9
6	530,715	8,418	1.6	105,413	19.9	157,936	29.8	82,923	15.6
7	621,378	10,533	1.7	129,246	20.8	158,590	25.5	104,250	16.8
8	698,384	13,030	1.9	133,201	19.1	191,761	27.5	78,760	11.3
9	349,868	11,110	3.2	94,269	26.9	98,412	28.1	37,602	10.7
10	603,025	13,223	2.2	145,844	24.2	176,732	29.3	77,565	12.9
12	330,441	11,334	3.4	79,296	24.0	96,107	29.1	48,635	14.7
15	288,899	7,554	2.6	65,850	22.8	88,887	30.8	34,876	12.1
16	548,134	9,886	1.8	120,898	22.1	168,357	30.7	56,359	10.3
17	589,518	11,576	2.0	76,324	12.9	154,925	26.3	95,731	16.2
19	420,540	6,129	1.5	67,082	16.0	114,460	27.2	55,653	13.2
20	415,775	5,670	1.4	58,824	14.1	140,163	33.7	50,523	12.2
21	415,470	8,531	2.1	59,659	14.4	122,284	29.4	70,783	17.0
22	692,683	10,682	1.5	97,663	14.1	208,858	30.2	99,204	14.3
23	383,063	8,886	2.3	89,923	23.5	103,264	27.0	51,679	13.5
National	8,228,035	175,104	2.1	1,650,614	20.1	2,301,085	28.0	1,093,560	13.3

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-12. Enrollees by selected education level (bachelor’s degree, graduate degree, prefer not the answer) and VISN

VISN	VISN total	Language primarily spoken at home					
		Bachelor’s degree		Graduate degree		Prefer not to answer	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	65,748	21.2	48,970	15.8	9,620	3.1
2	371,521	67,282	18.1	49,583	13.3	7,303	2.0
4	355,426	54,992	15.5	38,642	10.9	4,179	1.2
5	303,310	66,795	22.0	82,652	27.2	9,342	3.1
6	530,715	97,303	18.3	65,662	12.4	13,061	2.5
7	621,378	109,874	17.7	95,335	15.3	13,549	2.2
8	698,384	177,748	25.5	92,556	13.3	11,329	1.6
9	349,868	66,248	18.9	34,563	9.9	7,664	2.2
10	603,025	119,104	19.8	59,093	9.8	11,464	1.9
12	330,441	56,349	17.1	34,211	10.4	4,510	1.4
15	288,899	55,500	19.2	30,943	10.7	5,288	1.8
16	548,134	113,773	20.8	61,063	11.1	17,799	3.2
17	589,518	139,465	23.7	95,713	16.2	15,786	2.7
19	420,540	109,004	25.9	61,637	14.7	6,575	1.6
20	415,775	91,677	22.0	59,606	14.3	9,313	2.2
21	415,470	86,509	20.8	56,978	13.7	10,725	2.6
22	692,683	148,044	21.4	111,257	16.1	16,977	2.5
23	383,063	69,517	18.1	49,206	12.8	10,589	2.8
National	8,228,035	1,694,931	20.6	1,127,669	13.7	185,071	2.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-13. Enrollees by selected service (prior to Vietnam War, Vietnam War, Between Vietnam and Gulf War) and VISN

VISN	Period of Service					
	Prior to Vietnam War		Vietnam War		Between Vietnam and Gulf War	
	Weighted N	%	Weighted N	%	Weighted N	%
1	51,244	16.5	123,705	39.9	68,087	22.0
2	68,359	18.4	139,753	37.6	76,338	20.5
4	51,799	14.6	130,360	36.7	95,689	26.9
5	27,959	9.2	90,257	29.8	100,008	33.0
6	51,333	9.7	182,109	34.3	193,441	36.4
7	50,833	8.2	203,007	32.7	207,881	33.5
8	97,892	14.0	250,467	35.9	213,759	30.6
9	32,234	9.2	127,151	36.3	107,463	30.7
10	79,806	13.2	230,484	38.2	151,949	25.2
12	43,628	13.2	122,080	36.9	73,888	22.4
15	31,812	11.0	108,052	37.4	77,593	26.9
16	49,455	9.0	162,102	29.6	162,467	29.6
17	53,073	9.0	173,166	29.4	189,503	32.1
19	44,095	10.5	148,273	35.3	118,802	28.2
20	42,368	10.2	151,985	36.6	127,979	30.8
21	49,707	12.0	163,014	39.2	121,040	29.1
22	75,784	10.9	225,502	32.6	183,689	26.5
23	55,615	14.5	148,151	38.7	84,734	22.1
National	956,994	11.6	2,879,620	35.0	2,354,310	28.6

Note: “Prior to Vietnam War” includes all enrollees who served before August 1964. Period of Service categories are not mutually exclusive, and enrollees can be counted in more than one category. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-14. Enrollees by selected service (Gulf War, Post-2001) and VISN

VISN	Period of Service			
	Gulf War		Post-2001	
	Weighted N	%	Weighted N	%
1	58,493	18.9	88,533	28.6
2	64,610	17.4	97,786	26.3
4	83,824	23.6	100,549	28.3
5	107,602	35.5	129,263	42.6
6	194,177	36.6	175,877	33.1
7	217,987	35.1	198,363	31.9
8	191,113	27.4	193,150	27.7
9	95,661	27.3	116,010	33.2
10	145,076	24.1	152,897	25.4
12	68,903	20.9	91,032	27.5
15	73,664	25.5	95,023	32.9
16	195,993	35.8	202,358	36.9
17	199,851	33.9	227,302	38.6
19	110,101	26.2	156,284	37.2
20	130,321	31.3	147,035	35.4
21	99,855	24.0	118,956	28.6
22	167,396	24.2	248,432	35.9
23	74,454	19.4	114,631	29.9
National	2,279,081	27.7	2,653,480	32.2

Note: “Prior to Vietnam War” includes all enrollees who served before August 1964. Period of Service categories are not mutually exclusive, and enrollees can be counted in more than one category. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-15. Enrollees by combat service by selected period of active-duty service (Prior to Vietnam War, Vietnam War, and Between Vietnam and Gulf War) and VISN

VISN	Enrollees with combat service by period of active-duty service (not mutually exclusive)					
	Prior to Vietnam War		Vietnam War		Between Vietnam and Gulf War	
	Weighted N	%	Weighted N	%	Weighted N	%
1	11,557	22.6	58,122	47.0	25,165	37.0
2	15,003	21.9	67,224	48.1	23,917	31.3
4	11,518	22.2	73,990	56.8	43,129	45.1
5	10,284	36.8	45,066	49.9	48,489	48.5
6	17,867	34.8	101,657	55.8	92,393	47.8
7	15,788	31.1	108,348	53.4	97,065	46.7
8	30,474	31.1	131,407	52.5	84,568	39.6
9	10,589	32.9	69,110	54.4	42,033	39.1
10	13,187	16.5	115,353	50.0	51,057	33.6
12	9,687	22.2	66,108	54.2	22,144	30.0
15	9,583	30.1	60,499	56.0	31,335	40.4
16	15,867	32.1	83,667	51.6	63,507	39.1
17	22,547	42.5	98,401	56.8	82,773	43.7
19	13,767	31.2	87,306	58.9	55,186	46.5
20	16,735	39.5	89,313	58.8	55,785	43.6
21	19,347	38.9	91,469	56.1	49,540	40.9
22	20,201	26.7	119,843	53.1	74,030	40.3
23	12,408	22.3	77,724	52.5	33,282	39.3
National	276,410	28.9	1,544,610	53.6	975,398	41.4

Note: "Prior to Vietnam War" includes all enrollees who served before August 1964. Period of Service categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-16. Enrollees by combat service by selected period of active-duty service and VISN

VISN	Enrollees with combat service by period of active-duty service (not mutually exclusive)			
	Gulf War		Post-2001	
	Weighted N	%	Weighted N	%
1	37,419	64.0	61,418	69.4
2	38,027	58.9	62,406	63.8
4	57,686	68.8	72,673	72.3
5	68,790	63.9	89,115	68.9
6	119,542	61.6	117,621	66.9
7	140,200	64.3	137,932	69.5
8	109,498	57.3	124,698	64.6
9	50,726	53.0	66,787	57.6
10	81,247	56.0	109,242	71.4
12	36,763	53.4	71,782	78.9
15	47,516	64.5	69,383	73.0
16	132,405	67.6	155,860	77.0
17	113,888	57.0	157,302	69.2
19	75,647	68.7	114,809	73.5
20	83,204	63.8	100,156	68.1
21	59,160	59.2	73,964	62.2
22	106,247	63.5	168,935	68.0
23	50,022	67.2	94,180	82.2
National	1,407,989	61.8	1,848,263	69.7

Note: “Prior to Vietnam War” includes all enrollees who served before August 1964. Period of Service categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-17. Enrollees by selected rank and pay grade (E1-E4; E5-E6; E7-E9; W1-W5) and VISN

VISN	VISN total	Rank and pay grade							
		E1 – E4		E5 – E6		E7 – E9		W1 – W5	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	141,378	45.6	92,624	29.9	27,496	8.9	NA	NA
2	371,521	185,287	49.9	106,553	28.7	23,211	6.2	NA	NA
4	355,426	170,699	48.0	101,801	28.6	32,982	9.3	NA	NA
5	303,310	100,019	33.0	88,614	29.2	37,527	12.4	NA	NA
6	530,715	193,604	36.5	181,063	34.1	80,865	15.2	NA	NA
7	621,378	266,335	42.9	169,468	27.3	104,548	16.8	NA	NA
8	698,384	332,942	47.7	185,254	26.5	78,395	11.2	NA	NA
9	349,868	166,372	47.6	103,892	29.7	39,235	11.2	NA	NA
10	603,025	305,632	50.7	174,479	28.9	45,593	7.6	NA	NA
12	330,441	170,769	51.7	101,567	30.7	18,620	5.6	NA	NA
15	288,899	126,150	43.7	100,769	34.9	32,301	11.2	NA	NA
16	548,134	252,650	46.1	155,920	28.4	61,440	11.2	NA	NA
17	589,518	243,364	41.3	171,001	29.0	85,037	14.4	NA	NA
19	420,540	174,436	41.5	125,416	29.8	51,214	12.2	NA	NA
20	415,775	165,316	39.8	137,538	33.1	51,495	12.4	NA	NA
21	415,470	198,771	47.8	118,672	28.6	42,281	10.2	NA	NA
22	692,683	333,406	48.1	196,479	28.4	58,482	8.4	NA	NA
23	383,063	181,893	47.5	114,120	29.8	32,742	8.5	NA	NA
National	8,228,035	3,709,024	45.1	2,425,231	29.5	903,463	11.0	87,858	1.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-18. Enrollees by selected rank and pay grade (O1-O3; O4-O6; O7-O10) and VISN

VISN	VISN total	Rank and pay grade					
		O1 – O3		O4 – O6		O7 – O10	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	14,533	4.7	68,024	22.0	10,420	3.4
2	371,521	12,460	3.4	90,377	24.3	14,164	3.8
4	355,426	10,985	3.1	113,775	32.0	10,893	3.1
5	303,310	20,925	6.9	54,947	18.1	40,888	13.5
6	530,715	19,813	3.7	105,413	19.9	28,765	5.4
7	621,378	20,613	3.3	129,246	20.8	30,346	4.9
8	698,384	24,707	3.5	133,201	19.1	31,864	4.6
9	349,868	9,234	2.6	94,269	26.9	14,090	4.0
10	603,025	20,250	3.4	145,844	24.2	18,824	3.1
12	330,441	9,974	3.0	79,296	24.0	7,817	2.4
15	288,899	6,087	2.1	65,850	22.8	10,818	3.7
16	548,134	20,275	3.7	120,898	22.1	30,885	5.6
17	589,518	27,806	4.7	76,324	12.9	31,328	5.3
19	420,540	27,058	6.4	67,082	16.0	25,822	6.1
20	415,775	21,682	5.2	58,824	14.1	20,389	4.9
21	415,470	17,833	4.3	59,659	14.4	16,334	3.9
22	692,683	32,933	4.8	97,663	14.1	39,821	5.7
23	383,063	12,676	3.3	89,923	23.5	16,879	4.4
National	8,228,035	329,844	4.0	1,650,614	20.1	400,347	4.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-19. Enrollees by employment status and VISN

VISN	VISN total	Employment Status							
		Full or part-time employed		Unemployed, looking for work, or laid off		Retired		Not currently looking for employment	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	103,744	33.5	18,644	5.9	6,831	2.2	174,217	56.2
2	371,521	111,614	30.0	20,698	5.5	15,809	4.3	208,482	56.1
4	355,426	110,698	31.1	24,725	6.6	9,416	2.6	194,868	54.8
5	303,310	142,343	46.9	13,808	4.6	11,284	3.7	126,779	41.8
6	530,715	171,923	32.4	27,998	5.2	20,136	3.8	264,039	49.8
7	621,378	213,817	34.4	23,332	3.8	23,957	3.9	288,817	46.5
8	698,384	219,018	31.4	52,938	7.4	19,652	2.8	372,741	53.4
9	349,868	130,278	37.2	19,415	5.5	4,874	1.4	170,603	48.8
10	603,025	203,345	33.7	34,857	5.6	17,904	3.0	311,337	51.6
12	330,441	119,793	36.3	17,540	5.2	9,053	2.7	170,751	51.7
15	288,899	103,669	35.9	14,912	4.9	5,905	2.0	150,734	52.2
16	548,134	225,662	41.2	40,151	7.2	28,460	5.2	233,753	42.6
17	589,518	240,964	40.9	28,392	4.8	26,720	4.5	247,724	42.0
19	420,540	167,492	39.8	42,867	10.0	11,932	2.8	195,239	46.4
20	415,775	158,031	38.0	21,181	4.9	14,784	3.6	197,955	47.6
21	415,470	145,520	35.0	18,547	4.4	15,713	3.8	213,447	51.4
22	692,683	265,849	38.4	47,616	6.9	22,783	3.3	318,156	45.9
23	383,063	152,711	39.9	16,527	4.3	7,601	2.0	198,720	51.9
National	8,228,035	2,986,470	36.3	484,148	5.8	272,815	3.3	4,038,362	49.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-20. Enrollees by self-employed and VISN

VISN	VISN total	Enrollees self-employed	
		Weighted N	%
1	309,883	16,152	5.2
2	371,521	13,559	3.6
4	355,426	13,658	3.8
5	303,310	16,912	5.6
6	530,715	20,203	3.8
7	621,378	19,352	3.1
8	698,384	29,601	4.2
9	349,868	26,948	7.7
10	603,025	28,970	4.8
12	330,441	13,372	4.0
15	288,899	11,572	4.0
16	548,134	25,580	4.7
17	589,518	22,573	3.8
19	420,540	19,290	4.6
20	415,775	22,835	5.5
21	415,470	21,908	5.3
22	692,683	25,180	3.6
23	383,063	34,433	9.0
National	8,228,035	382,096	4.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-21. Enrollees by number of jobs and VISN

VISN	VISN total	Number of jobs					
		One		Two		Three or more	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	88,874	28.7	NA	NA	NA	NA
2	371,521	96,375	25.9	11,717	3.2	NA	NA
4	355,426	90,572	25.5	14,649	4.1	NA	NA
5	303,310	125,426	41.4	14,282	4.7	NA	NA
6	530,715	150,102	28.3	18,321	3.5	NA	NA
7	621,378	198,159	31.9	16,249	2.6	NA	NA
8	698,384	198,540	28.4	15,287	2.2	NA	NA
9	349,868	104,227	29.8	23,844	6.8	NA	NA
10	603,025	172,233	28.6	22,958	3.8	NA	NA
12	330,441	102,972	31.2	13,799	4.2	NA	NA
15	288,899	89,676	31.0	12,177	4.2	NA	NA
16	548,134	195,515	35.7	21,668	4.0	NA	NA
17	589,518	208,910	35.4	24,032	4.1	NA	NA
19	420,540	140,656	33.4	22,401	5.3	NA	NA
20	415,775	131,721	31.7	20,087	4.8	NA	NA
21	415,470	123,114	29.6	19,447	4.7	NA	NA
22	692,683	231,967	33.5	25,704	3.7	NA	NA
23	383,063	119,458	31.2	25,795	6.7	7,522	2.0
National	8,228,035	2,568,496	31.2	335,344	4.1	82,471	1.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-22. Enrollees by average hours worked per week and VISN

VISN	VISN total	Average hours worked per week							
		Less than 20 hours		20 – 34 hours		35 – 59 hours		60 or more hours	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	5,540	1.8	11,340	3.7	76,318	24.6	NA	NA
2	371,521	10,064	2.7	14,328	3.9	81,422	21.9	NA	NA
4	355,426	8,330	2.3	9,251	2.6	86,159	24.2	NA	NA
5	303,310	6,101	2.0	8,622	2.8	114,669	37.8	13,080	4.3
6	530,715	11,688	2.2	20,396	3.8	127,053	23.9	NA	NA
7	621,378	21,592	3.5	23,570	3.8	160,902	25.9	16,454	2.6
8	698,384	18,295	2.6	25,278	3.6	163,965	23.5	16,605	2.4
9	349,868	6,187	1.8	20,042	5.7	92,378	26.4	12,023	3.4
10	603,025	11,811	2.0	32,007	5.3	146,604	24.3	NA	NA
12	330,441	5,182	1.6	17,484	5.3	87,801	26.6	8,216	2.5
15	288,899	5,116	1.8	9,040	3.1	78,321	27.1	11,359	3.9
16	548,134	8,501	1.6	32,386	5.9	161,813	29.5	21,620	3.9
17	589,518	15,393	2.6	24,832	4.2	169,910	28.8	30,091	5.1
19	420,540	8,989	2.1	14,245	3.4	123,331	29.3	21,076	5.0
20	415,775	11,757	2.8	11,387	2.7	123,911	29.8	11,308	2.7
21	415,470	13,288	3.2	25,860	6.2	98,430	23.7	9,324	2.2
22	692,683	12,297	1.8	26,421	3.8	201,656	29.1	25,350	3.7
23	383,063	8,363	2.2	26,308	6.9	106,846	27.9	11,882	3.1
National	8,228,035	188,493	2.3	352,797	4.3	2,201,488	26.8	258,454	3.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-23. Enrollees by income group and VISN

VISN	VISN total	Collapsed income group					
		< \$35,000		\$35,000+		Missing	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	69,997	22.6	183,191	59.1	56,696	18.3
2	371,521	102,719	27.6	203,104	54.7	65,698	17.7
4	355,426	102,821	28.9	190,816	53.7	61,788	17.4
5	303,310	55,898	18.4	180,173	59.4	67,239	22.2
6	530,715	138,525	26.1	291,792	55.0	100,398	18.9
7	621,378	165,743	26.7	328,143	52.8	127,493	20.5
8	698,384	195,700	28.0	367,330	52.6	135,354	19.4
9	349,868	103,287	29.5	182,592	52.2	63,989	18.3
10	603,025	200,183	33.2	299,741	49.7	103,101	17.1
12	330,441	83,948	25.4	191,480	57.9	55,013	16.6
15	288,899	83,766	29.0	151,638	52.5	53,495	18.5
16	548,134	175,812	32.1	272,519	49.7	99,803	18.2
17	589,518	136,009	23.1	336,130	57.0	117,379	19.9
19	420,540	111,411	26.5	237,474	56.5	71,655	17.0
20	415,775	97,023	23.3	250,679	60.3	68,074	16.4
21	415,470	105,319	25.3	237,666	57.2	72,484	17.4
22	692,683	174,925	25.3	381,832	55.1	135,926	19.6
23	383,063	96,094	25.1	226,652	59.2	60,317	15.7
National	8,228,035	2,199,181	26.7	4,512,952	54.8	1,515,902	18.4

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-24. Enrollees by selected health insurance coverage (Medicare, Medicaid, and TRICARE) and VISN

VISN	VISN total	Type of Insurance					
		Medicare		Medicaid		TRICARE	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	179,458	57.9	18,682	6.0	51,324	16.6
2	371,521	219,243	59.0	26,437	7.1	59,030	15.9
4	355,426	203,163	57.2	20,465	5.8	69,541	19.6
5	303,310	130,269	42.9	9,588	3.2	97,035	32.0
6	530,715	262,001	49.4	21,869	4.1	183,296	34.5
7	621,378	326,570	52.6	37,713	6.1	200,691	32.3
8	698,384	366,286	52.4	33,445	4.8	184,062	26.4
9	349,868	185,152	52.9	21,563	6.2	97,272	27.8
10	603,025	335,472	55.6	48,099	8.0	115,239	19.1
12	330,441	176,569	53.4	17,767	5.4	59,371	18.0
15	288,899	150,398	52.1	13,298	4.6	75,159	26.0
16	548,134	235,598	43.0	23,101	4.2	158,773	29.0
17	589,518	253,926	43.1	13,825	2.3	226,966	38.5
19	420,540	195,509	46.5	25,279	6.0	138,625	33.0
20	415,775	200,844	48.3	20,267	4.9	158,427	38.1
21	415,470	213,131	51.3	19,564	4.7	127,623	30.7
22	692,683	306,404	44.2	27,993	4.0	218,147	31.5
23	383,063	211,884	55.3	11,803	3.1	79,274	20.7
National	8,228,035	4,151,876	50.5	410,757	5.0	2,299,854	28.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-25. Enrollees by selected health insurance coverage (Private coverage, No coverage) and VISN

VISN	VISN total	Type of insurance			
		Private coverage		No coverage	
		Weighted N	%	Weighted N	%
1	309,883	108,651	35.1	40,204	13.0
2	371,521	142,840	38.4	44,573	12.0
4	355,426	118,912	33.5	48,873	13.8
5	303,310	107,428	35.4	44,888	14.8
6	530,715	129,241	24.4	87,514	16.5
7	621,378	164,308	26.4	93,682	15.1
8	698,384	185,886	26.6	135,610	19.4
9	349,868	88,919	25.4	59,003	16.9
10	603,025	184,523	30.6	92,702	15.4
12	330,441	103,287	31.3	47,708	14.4
15	288,899	74,688	25.9	48,043	16.6
16	548,134	146,195	26.7	115,461	21.1
17	589,518	178,933	30.4	90,895	15.4
19	420,540	115,938	27.6	77,661	18.5
20	415,775	130,272	31.3	60,664	14.6
21	415,470	122,305	29.4	78,490	18.9
22	692,683	200,919	29.0	126,818	18.3
23	383,063	124,585	32.5	51,390	13.4
National	8,228,035	2,427,832	29.5	1,344,179	16.3

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding

Figure A-26. Enrollees by Percentage of enrollees with Medicare Part A coverage, Part B coverage, or both coverage and VISN

VISN	VISN total	Type of Medicare coverage							
		Part A only		Part B only		Both Part A and Part B		Not known	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	98,934	14,433	14.6	NA	NA	76,863	77.7	NA	NA
2	123,103	14,044	11.4	NA	NA	99,065	80.5	3,412	2.8
4	120,286	14,408	12.0	NA	NA	98,473	81.9	NA	NA
5	89,025	12,625	14.2	NA	NA	72,861	81.8	NA	NA
6	160,539	19,266	12.0	NA	NA	133,175	83.0	NA	NA
7	205,272	20,039	9.8	NA	NA	178,039	86.7	NA	NA
8	201,507	31,374	15.6	NA	NA	157,836	78.3	6,218	3.1
9	109,600	13,466	12.3	NA	NA	86,159	78.6	NA	NA
10	170,689	25,057	14.7	NA	NA	134,100	78.6	NA	NA
12	101,364	15,359	15.2	NA	NA	77,472	76.4	3,746	3.7
15	89,015	15,048	16.9	NA	NA	67,721	76.1	NA	NA
16	136,308	19,910	14.6	NA	NA	107,414	78.8	NA	NA
17	157,807	27,915	17.7	NA	NA	121,607	77.1	NA	NA
19	122,057	16,636	13.6	NA	NA	97,798	80.1	4,695	3.8
20	128,328	21,424	16.7	NA	NA	95,641	74.5	5,426	4.2
21	124,744	21,397	17.2	NA	NA	91,299	73.2	5,818	4.7
22	163,665	24,388	14.9	NA	NA	125,243	76.5	8,504	5.2
23	128,724	18,678	14.5	NA	NA	98,792	76.7	5,997	4.7
National	2,430,967	345,466	14.2	27,282	1.1	1,919,558	79.0	77,581	3.2

Note: Denominator is the enrollee population enrolled in original Medicare (also known as Fee for Service) by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-27. Enrollees by Percentage of Medicare Advantage and private Medicare supplemental coverage and VISN

VISN	VISN total	Medicare advantage		Private Medicare	
		Weighted N	%	Weighted N	%
1	179,458	40,135	22.4	52,894	29.5
2	219,243	48,288	22.0	66,850	30.5
4	203,163	44,181	21.7	68,252	33.6
5	130,269	15,159	11.6	29,287	22.5
6	262,001	56,131	21.4	61,175	23.3
7	326,570	70,085	21.5	67,661	20.7
8	366,286	103,703	28.3	77,962	21.3
9	185,152	37,181	20.1	42,525	23.0
10	335,472	92,220	27.5	86,690	25.8
12	176,569	42,737	24.2	51,841	29.4
15	150,398	34,091	22.7	48,371	32.2
16	235,598	53,724	22.8	51,207	21.7
17	253,926	52,813	20.8	55,303	21.8
19	195,509	42,761	21.9	52,534	26.9
20	200,844	41,245	20.5	52,732	26.3
21	213,131	45,888	21.5	52,216	24.5
22	306,404	77,378	25.3	70,608	23.0
23	211,884	42,431	20.0	86,536	40.8
National	4,151,876	940,154	22.6	1,074,647	25.9

Note: Denominator is the enrollee population enrolled in Medicare by VISN. Percentages may not total 100 percent due to rounding.

Figure A-28 Enrollees with Medicare, percentage with Medicare Part D coverage and VISN

VISN	VISN total	Medicaid Part D coverage	
		Weighted N	%
1	309,883	16,152	5.2
2	371,521	13,559	3.6
4	355,426	13,658	3.8
5	303,310	16,912	5.6
6	530,715	20,203	3.8
7	621,378	19,352	3.1
8	698,384	29,601	4.2
9	349,868	26,948	7.7
10	603,025	28,970	4.8
12	330,441	13,372	4.0
15	288,899	11,572	4.0
16	548,134	25,580	4.7
17	589,518	22,573	3.8
19	420,540	19,290	4.6
20	415,775	22,835	5.5
21	415,470	21,908	5.3
22	692,683	25,180	3.6
23	383,063	34,433	9.0
National	8,228,035	382,096	4.6

Note: Denominator is the enrollee population enrolled in Medicare by VISN. Percentages may not total 100 percent due to rounding.

Figure A-29. Enrollees by type of individual or group plans (Managed Care Plan; Traditional Health Plan; High Deductible Plan) and VISN

VISN	VISN total	Type of insurance					
		Managed Care Plan (HMO or PPO)		Traditional Health Plan		High Deductible Plan	
		Weighted N	%	Weighted N	%	Weighted N	%
1	108,651	40,794	37.5	39,499	36.4	NA	NA
2	142,840	53,726	37.6	47,045	32.9	NA	NA
4	118,912	51,942	43.7	32,246	27.1	NA	NA
5	107,428	49,870	46.4	39,481	36.8	NA	NA
6	129,241	61,333	47.5	28,919	22.4	NA	NA
7	164,308	63,034	38.4	59,524	36.2	NA	NA
8	185,886	94,792	51.0	47,960	25.8	12,055	6.5
9	88,919	42,206	47.5	17,751	20.0	NA	NA
10	184,523	72,737	39.4	55,408	30.0	NA	NA
12	103,287	53,770	52.1	20,144	19.5	13,628	13.2
15	74,688	31,083	41.6	27,159	36.4	NA	NA
16	146,195	66,320	45.4	43,864	30.0	NA	NA
17	178,933	73,059	40.8	44,701	25.0	32,940	18.4
19	115,938	31,071	26.8	45,942	39.6	18,263	15.8
20	130,272	47,701	36.6	55,044	42.3	NA	NA
21	122,305	74,670	61.1	19,625	16.0	NA	NA
22	200,919	127,178	63.3	33,428	16.6	NA	NA
23	124,585	29,102	23.4	58,537	47.0	11,739	9.4
National	2,427,832	1,064,388	43.8	716,278	29.5	230,578	9.5

Note: Denominator is the enrollee population with other health insurance plans by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-30. Enrollees by type of individual or group plans (Other, Missing) and VISN

VISN	VISN total	Type of insurance			
		Other		Missing	
		Weighted N	%	Weighted N	%
1	108,651	12,922	11.9	7,307	6.7
2	142,840	19,613	13.7	12,486	8.7
4	118,912	15,645	13.2	7,765	6.5
5	107,428	9,255	8.6	3,912	3.6
6	129,241	18,772	14.5	NA	NA
7	164,308	16,248	9.9	13,082	8.0
8	185,886	23,238	12.5	7,842	4.2
9	88,919	13,849	15.6	4,490	5.0
10	184,523	19,362	10.5	12,171	6.6
12	103,287	8,652	8.4	7,092	6.9
15	74,688	6,982	9.3	4,313	5.8
16	146,195	13,591	9.3	NA	NA
17	178,933	20,209	11.3	8,024	4.5
19	115,938	13,781	11.9	6,881	5.9
20	130,272	11,686	9.0	3,730	2.9
21	122,305	14,049	11.5	8,411	6.9
22	200,919	18,910	9.4	11,358	5.7
23	124,585	17,540	14.1	7,666	6.2
National	2,427,832	274,305	11.3	142,283	5.9

Note: Denominator is the enrollee population with other health insurance plans by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-31. Among enrollees covered by any other individual or group health plan, the provider of the coverage and VISN

VISN	VISN total	Provider of other type of insurance							
		Current or former employer of enrollee or enrollee's spouse or domestic partner		Coverage purchased through a union or professional organization		Individually purchased coverage including coverage bought on a Federal or State Exchange		Some other source	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	108,651	78,180	72.0	NA	NA	9,952	9.2	10,458	9.6
2	142,840	100,632	70.5	13,567	9.5	8,778	6.1	12,834	9.0
4	118,912	85,181	71.6	6,515	5.5	10,712	9.0	12,131	10.2
5	107,428	94,030	87.5	3,215	3.0	3,913	3.6	5,370	5.0
6	129,241	101,535	78.6	NA	NA	7,108	5.5	14,278	11.0
7	164,308	128,537	78.2	NA	NA	10,824	6.6	9,833	6.0
8	185,886	133,825	72.0	7,551	4.1	17,968	9.7	21,092	11.3
9	88,919	70,032	78.8	NA	NA	5,782	6.5	6,589	7.4
10	184,523	138,574	75.1	14,670	8.0	10,521	5.7	14,629	7.9
12	103,287	74,200	71.8	9,984	9.7	6,458	6.3	8,310	8.0
15	74,688	57,914	77.5	3,118	4.2	4,812	6.4	7,198	9.6
16	146,195	108,847	74.5	NA	NA	11,765	8.0	11,203	7.7
17	178,933	153,443	85.8	4,262	2.4	9,589	5.4	7,347	4.1
19	115,938	90,730	78.3	4,821	4.2	8,178	7.1	8,290	7.2
20	130,272	103,206	79.2	6,748	5.2	7,118	5.5	14,531	11.2
21	122,305	86,063	70.4	9,121	7.5	11,023	9.0	11,242	9.2
22	200,919	152,689	76.0	12,605	6.3	9,408	4.7	20,505	10.2
23	124,585	78,824	63.3	7,142	5.7	15,728	12.6	18,036	14.5
National	2,427,832	1,836,443	75.6	131,225	5.4	169,636	7.0	213,876	8.8

Note: Denominator is the enrollee population with other health insurance plans by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-32. Among enrollees covered by any other individual or group health plan, the inclusion of prescription drug coverage in health plan and VISN

VISN	VISN total	Inclusion of prescription drug coverage in health plan	
		Weighted N	%
1	108,651	85,424	78.6
2	142,840	114,910	80.4
4	118,912	93,288	78.5
5	107,428	91,668	85.3
6	129,241	110,964	85.9
7	164,308	133,795	81.4
8	185,886	150,948	81.2
9	88,919	72,837	81.9
10	184,523	159,973	86.7
12	103,287	85,357	82.6
15	74,688	62,780	84.1
16	146,195	124,461	85.1
17	178,933	145,582	81.4
19	115,938	98,235	84.7
20	130,272	115,058	88.3
21	122,305	98,341	80.4
22	200,919	175,306	87.3
23	124,585	101,188	81.2
National	2,427,832	2,020,116	83.2

Note: Denominator is the enrollee population with other health insurance plans by VISN. Percentages may not total 100 percent due to rounding.

Figure A-33. Enrollees by physical health and VISN

VISN	VISN total	Physical health			
		Poor/Fair		Good/Very Good/Excellent	
		Weighted N	%	Weighted N	%
1	309,883	98,752	31.9	210,135	67.8
2	371,521	122,762	33.0	247,309	66.6
4	355,426	131,380	37.0	221,952	62.4
5	303,310	99,421	32.8	203,430	67.1
6	530,715	223,835	42.2	305,436	57.6
7	621,378	255,726	41.2	364,095	58.6
8	698,384	258,372	37.0	437,046	62.6
9	349,868	136,249	38.9	212,576	60.8
10	603,025	221,111	36.7	381,250	63.2
12	330,441	110,628	33.5	218,571	66.1
15	288,899	99,247	34.4	189,397	65.6
16	548,134	219,164	40.0	328,480	59.9
17	589,518	223,156	37.9	365,348	62.0
19	420,540	143,178	34.0	275,571	65.5
20	415,775	149,218	35.9	265,840	63.9
21	415,470	137,462	33.1	276,694	66.6
22	692,683	248,198	35.8	442,312	63.9
23	383,063	116,693	30.5	265,556	69.3
National	8,228,035	2,994,554	36.4	5,210,998	63.3

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-34. Enrollees by mental health and VISN

VISN	VISN total	Mental health			
		Poor/Fair		Good/Very Good/Excellent	
		Weighted N	%	Weighted N	%
1	309,883	77,326	25.0	231,769	74.8
2	371,521	91,006	24.5	278,500	75.0
4	355,426	103,266	29.1	250,780	70.6
5	303,310	83,984	27.7	219,162	72.3
6	530,715	160,614	30.3	369,494	69.6
7	621,378	229,740	37.0	389,931	62.8
8	698,384	207,660	29.7	487,892	69.9
9	349,868	106,896	30.6	241,176	68.9
10	603,025	160,698	26.6	441,808	73.3
12	330,441	86,044	26.0	243,123	73.6
15	288,899	86,561	30.0	201,704	69.8
16	548,134	215,890	39.4	330,361	60.3
17	589,518	209,269	35.5	378,926	64.3
19	420,540	126,422	30.1	293,002	69.7
20	415,775	109,646	26.4	304,891	73.3
21	415,470	122,991	29.6	292,046	70.3
22	692,683	230,875	33.3	458,224	66.2
23	383,063	70,331	18.4	312,080	81.5
National	8,228,035	2,479,217	30.1	5,724,868	69.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-35. Enrollees by receive needed social and emotional support and VISN

VISN	VISN total	Receipt of social and emotional support they need			
		Never/Rarely		Sometimes/Usually/Always	
		Weighted N	%	Weighted N	%
1	309,883	67,599	21.8	240,022	77.5
2	371,521	84,408	22.7	284,645	76.6
4	355,426	90,531	25.5	261,406	73.5
5	303,310	57,000	18.8	244,089	80.5
6	530,715	114,495	21.6	409,824	77.2
7	621,378	123,192	19.8	495,091	79.7
8	698,384	156,437	22.4	535,703	76.7
9	349,868	76,728	21.9	271,296	77.5
10	603,025	106,435	17.7	490,419	81.3
12	330,441	71,175	21.5	256,978	77.8
15	288,899	56,605	19.6	231,229	80.0
16	548,134	119,567	21.8	425,263	77.6
17	589,518	133,728	22.7	453,012	76.8
19	420,540	87,875	20.9	328,940	78.2
20	415,775	75,721	18.2	337,016	81.1
21	415,470	91,021	21.9	322,627	77.7
22	692,683	157,036	22.7	532,536	76.9
23	383,063	67,436	17.6	312,608	81.6
National	8,228,035	1,736,988	21.1	6,432,704	78.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-36. Enrollees by satisfaction with how things are going in important aspects of life and VISN

VISN	VISN total	Fully satisfied with how things are going in these aspects of life			
		0% – 40%		41% – 100%	
		Weighted N	%	Weighted N	%
1	309,883	51,228	16.5	257,732	83.2
2	371,521	67,391	18.1	302,409	81.4
4	355,426	79,381	22.3	274,975	77.4
5	303,310	58,831	19.4	243,508	80.3
6	530,715	116,892	22.0	412,186	77.7
7	621,378	135,524	21.8	480,759	77.4
8	698,384	150,782	21.6	545,468	78.1
9	349,868	85,123	24.3	261,402	74.7
10	603,025	113,077	18.8	486,661	80.7
12	330,441	62,582	18.9	266,696	80.7
15	288,899	58,593	20.3	229,729	79.5
16	548,134	143,877	26.2	403,585	73.6
17	589,518	138,261	23.5	450,113	76.4
19	420,540	91,749	21.8	326,972	77.8
20	415,775	91,541	22.0	322,341	77.5
21	415,470	92,812	22.3	321,261	77.3
22	692,683	158,854	22.9	526,731	76.0
23	383,063	57,503	15.0	323,924	84.6
National	8,228,035	1,754,001	21.3	6,436,452	78.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-37. Enrollees by regular involvement in aspects of life important to them and VISN

VISN	VISN total	Regularly involved in all aspects of life that are important			
		0% – 40%		41% – 100%	
		Weighted N	%	Weighted N	%
1	309,883	46,792	15.1	261,315	84.3
2	371,521	57,486	15.5	311,451	83.8
4	355,426	68,829	19.4	284,587	80.1
5	303,310	55,203	18.2	246,589	81.3
6	530,715	101,522	19.1	426,607	80.4
7	621,378	129,067	20.8	487,671	78.5
8	698,384	131,065	18.8	564,330	80.8
9	349,868	68,461	19.6	277,000	79.2
10	603,025	99,590	16.5	499,296	82.8
12	330,441	48,879	14.8	279,686	84.6
15	288,899	49,401	17.1	238,708	82.6
16	548,134	127,199	23.2	418,752	76.4
17	589,518	124,142	21.1	462,910	78.5
19	420,540	83,563	19.9	335,191	79.7
20	415,775	73,763	17.7	339,466	81.6
21	415,470	81,857	19.7	330,890	79.6
22	692,683	141,246	20.4	546,443	78.9
23	383,063	51,184	13.4	328,832	85.8
National	8,228,035	1,539,248	18.7	6,639,724	80.7

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-38. Enrollees by rate they are functioning their best in aspects of their life and VISN

VISN	VISN total	Functioning their best in aspects of life that they participate in			
		0% – 40%		41% – 100%	
		Weighted N	%	Weighted N	%
1	309,883	61,966	20.0	242,456	78.2
2	371,521	65,497	17.6	298,893	80.5
4	355,426	77,762	21.9	274,349	77.2
5	303,310	61,903	20.4	238,794	78.7
6	530,715	112,227	21.1	413,427	77.9
7	621,378	129,777	20.9	479,565	77.2
8	698,384	164,687	23.6	516,755	74.0
9	349,868	87,173	24.9	256,640	73.4
10	603,025	117,262	19.4	480,051	79.6
12	330,441	56,790	17.2	270,066	81.7
15	288,899	59,831	20.7	225,835	78.2
16	548,134	158,302	28.9	383,417	69.9
17	589,518	151,514	25.7	431,018	73.1
19	420,540	88,343	21.0	328,331	78.1
20	415,775	94,873	22.8	316,507	76.1
21	415,470	88,477	21.3	321,699	77.4
22	692,683	149,974	21.7	529,592	76.5
23	383,063	68,789	18.0	305,063	79.6
National	8,228,035	1,795,147	21.8	6,312,458	76.7

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-39. Enrollees by receipt of assistance for daily activities and VISN

VISN	VISN total	Receipt of assistance for daily activities							
		Yes, for all or most of daily activities		Yes, for some daily activities		No, they are not currently receiving such assistance for any daily activities		Does not apply – they currently do not have any assistance needs	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	10,007	3.2	24,184	7.8	106,806	34.5	168,140	54.3
2	371,521	17,224	4.6	33,575	9.0	132,101	35.6	184,474	49.7
4	355,426	16,419	4.6	35,714	10.0	121,838	34.3	180,214	50.7
5	303,310	11,054	3.6	29,608	9.8	107,061	35.3	153,970	50.8
6	530,715	23,897	4.5	54,096	10.2	195,526	36.8	254,316	47.9
7	621,378	34,720	5.6	78,743	12.7	216,744	34.9	289,028	46.5
8	698,384	35,998	5.2	80,295	11.5	244,762	35.0	333,661	47.8
9	349,868	14,189	4.1	37,953	10.8	122,852	35.1	173,433	49.6
10	603,025	28,519	4.7	54,271	9.0	204,522	33.9	312,891	51.9
12	330,441	13,092	4.0	35,569	10.8	102,398	31.0	178,519	54.0
15	288,899	13,024	4.5	30,418	10.5	101,236	35.0	143,216	49.6
16	548,134	20,393	3.7	64,190	11.7	180,916	33.0	278,662	50.8
17	589,518	23,057	3.9	56,835	9.6	215,560	36.6	292,539	49.6
19	420,540	13,336	3.2	40,605	9.7	128,646	30.6	236,683	56.3
20	415,775	12,489	3.0	40,133	9.7	130,002	31.3	231,385	55.7
21	415,470	19,320	4.7	42,238	10.2	138,955	33.4	212,758	51.2
22	692,683	34,837	5.0	89,116	12.9	205,162	29.6	361,252	52.2
23	383,063	13,434	3.5	26,856	7.0	132,816	34.7	208,204	54.4
National	8,228,035	355,009	4.3	854,400	10.4	2,787,903	33.9	4,193,344	51.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-40. Among enrollees receiving assistance, percentage of Enrollees by selected person providing assistance (Spouse/Domestic Partner, Parent, Child, and Other Family Member) by VISN

VISN	VISN total	Person providing assistance							
		Spouse/Domestic Partner		Parent		Child		Other family member	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	34,191	17,222	50.4	NA	NA	8,939	26.1	8,072	23.6
2	50,799	23,772	46.8	NA	NA	12,718	25.0	10,303	20.3
4	52,133	31,468	60.4	NA	NA	11,740	22.5	11,352	21.8
5	40,661	26,233	64.5	NA	NA	9,824	24.2	4,773	11.7
6	77,994	53,743	68.9	NA	NA	21,913	28.1	8,387	10.8
7	113,463	76,685	67.6	NA	NA	20,848	18.4	24,430	21.5
8	116,293	73,801	63.5	NA	NA	20,661	17.8	20,506	17.6
9	52,142	32,918	63.1	NA	NA	12,787	24.5	8,988	17.2
10	82,790	44,906	54.2	NA	NA	21,008	25.4	12,218	14.8
12	48,662	29,108	59.8	NA	NA	9,028	18.6	7,871	16.2
15	43,442	23,849	54.9	NA	NA	9,031	20.8	5,470	12.6
16	84,582	56,701	67.0	NA	NA	22,631	26.8	14,515	17.2
17	79,892	56,038	70.1	NA	NA	25,997	32.5	10,275	12.9
19	53,941	33,011	61.2	NA	NA	13,790	25.6	6,918	12.8
20	52,622	32,275	61.3	NA	NA	9,820	18.7	6,211	11.8
21	61,558	37,710	61.3	NA	NA	11,344	18.4	10,521	17.1
22	123,953	80,861	65.2	NA	NA	28,637	23.1	19,600	15.8
23	40,290	24,158	60.0	NA	NA	12,084	30.0	7,287	18.1
National	1,209,408	754,459	62.4	75,891	1.0	282,799	23.4	197,696	16.3

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-41. Among enrollees receiving assistance, percentage of Enrollees by selected person providing assistance (Friend or Neighbor, Home health aids, Living in an Assisted Living Facility, and Someone else) by VISN

VISN	VISN total	Person providing assistance							
		Friend or neighbor		Home health aide		Living in an Assisted Living Facility		Someone else	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	34,191	NA	NA	5,437	15.9	NA	NA	NA	NA
2	50,799	7,739	15.2	5,740	11.3	NA	NA	6,824	13.4
4	52,133	6,941	13.3	4,203	8.1	NA	NA	NA	NA
5	40,661	3,124	7.7	3,257	8.0	NA	NA	NA	NA
6	77,994	9,913	12.7	7,954	10.2	NA	NA	NA	NA
7	113,463	11,013	9.7	10,638	9.4	NA	NA	NA	NA
8	116,293	16,243	14.0	15,106	13.0	NA	NA	6,127	5.3
9	52,142	7,733	14.8	6,808	13.1	NA	NA	NA	NA
10	82,790	10,224	12.3	9,658	11.7	NA	NA	NA	NA
12	48,662	4,276	8.8	7,697	15.8	NA	NA	NA	NA
15	43,442	5,436	12.5	4,856	11.2	NA	NA	NA	NA
16	84,582	14,072	16.6	9,957	11.8	NA	NA	NA	NA
17	79,892	9,873	12.4	6,825	8.5	NA	NA	7,111	8.9
19	53,941	4,754	8.8	7,787	14.4	3,421	6.3	6,664	12.4
20	52,622	8,167	15.5	3,357	6.4	NA	NA	NA	NA
21	61,558	7,760	12.6	7,641	12.4	NA	NA	4,932	8.0
22	123,953	18,750	15.1	12,008	9.7	NA	NA	NA	NA
23	40,290	7,885	19.6	5,616	13.9	4,241	10.5	NA	NA
National	1,209,408	158,342	13.1	134,548	11.1	53,993	4.5	83,872	6.5

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-42. Among enrollees receiving assistance, percentage of enrollees by selected time others spend helping them (10 hours or less, 11-20 hours, 21-30 hours) by VISN

VISN	VISN total	Time family members, friends, neighbors, or others spend helping					
		10 hours or less		11 – 20 hours		21 – 30 hours	
		Weighted N	%	Weighted N	%	Weighted N	%
1	34,191	17,148	50.2	7,976	23.3	NA	NA
2	50,799	21,349	42.0	8,912	17.5	7,022	13.8
4	52,133	22,271	42.7	13,387	25.7	6,112	11.7
5	40,661	18,532	45.6	6,448	15.9	6,143	15.1
6	77,994	29,593	37.9	16,703	21.4	8,067	10.3
7	113,463	40,260	35.5	27,513	24.2	17,127	15.1
8	116,293	46,274	39.8	25,194	21.7	13,869	11.9
9	52,142	18,662	35.8	11,554	22.2	6,845	13.1
10	82,790	42,645	51.5	14,687	17.7	10,171	12.3
12	48,662	20,256	41.6	11,713	24.1	8,571	17.6
15	43,442	18,809	43.3	10,732	24.7	4,153	9.6
16	84,582	31,313	37.0	21,017	24.8	10,347	12.2
17	79,892	30,923	38.7	13,097	16.4	13,978	17.5
19	53,941	26,379	48.9	9,993	18.5	7,332	13.6
20	52,622	22,559	42.9	10,298	19.6	NA	NA
21	61,558	24,185	39.3	13,016	21.1	8,058	13.1
22	123,953	58,131	46.9	23,795	19.2	15,376	12.4
23	40,290	22,351	55.5	6,005	14.9	NA	NA
National	1,209,408	511,640	42.3	252,040	20.8	152,634	12.6

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-43. Among enrollees receiving assistance, percentage of enrollees by selected time others spend helping them (31-40 hours, More than 40 hours) by VISN

VISN	VISN total	Time family members, friends, neighbors, or others spend helping			
		31 – 40 hours		More than 40 hours	
		Weighted N	%	Weighted N	%
1	34,191	NA	NA	4,007	11.7
2	50,799	NA	NA	8,580	16.9
4	52,133	NA	NA	5,598	10.7
5	40,661	NA	NA	5,401	13.3
6	77,994	NA	NA	15,768	20.2
7	113,463	NA	NA	17,861	15.7
8	116,293	7,734	6.7	21,308	18.3
9	52,142	NA	NA	10,064	19.3
10	82,790	NA	NA	10,688	12.9
12	48,662	NA	NA	4,562	9.4
15	43,442	NA	NA	5,847	13.5
16	84,582	NA	NA	12,758	15.1
17	79,892	NA	NA	13,883	17.4
19	53,941	NA	NA	6,674	12.4
20	52,622	NA	NA	11,343	21.6
21	61,558	NA	NA	8,713	14.2
22	123,953	NA	NA	20,247	16.3
23	40,290	NA	NA	6,902	17.1
National	1,209,408	83,699	6.9	190,205	15.7

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-44. Among enrollees receiving assistance, percentage of enrollees by frequency their VA medical provider health team includes family, friends or other assistance by VISN

VISN	VISN total	Does the person that assists the most hours per week live in the home					
		Yes		No		Does not apply	
		Weighted N	%	Weighted N	%	Weighted N	%
1	34,191	20,115	58.8	12,220	35.7	NA	NA
2	50,799	33,172	65.3	15,076	29.7	NA	NA
4	52,133	36,190	69.4	12,961	24.9	NA	NA
5	40,661	28,298	69.6	10,787	26.5	NA	NA
6	77,994	61,005	78.2	14,839	19.0	NA	NA
7	113,463	89,084	78.5	16,121	14.2	NA	NA
8	116,293	78,720	67.7	32,837	28.2	NA	NA
9	52,142	38,485	73.8	11,586	22.2	NA	NA
10	82,790	56,382	68.1	20,854	25.2	NA	NA
12	48,662	33,020	67.9	13,343	27.4	NA	NA
15	43,442	25,907	59.6	16,178	37.2	NA	NA
16	84,582	63,105	74.6	18,428	21.8	NA	NA
17	79,892	60,212	75.4	17,535	21.9	NA	NA
19	53,941	38,030	70.5	13,124	24.3	NA	NA
20	52,622	38,950	74.0	10,186	19.4	NA	NA
21	61,558	42,213	68.6	15,839	25.7	NA	NA
22	123,953	95,597	77.1	25,050	20.2	NA	NA
23	40,290	25,117	62.3	12,830	31.8	NA	NA
National	1,209,408	863,603	58.8	289,796	24.0	49,320	4.1

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-45. Among enrollees receiving assistance, percentage of enrollees that have primary caregivers who receive support services Never, Rarely, or Sometimes from any caregiver support program by VISN

VISN	VISN total	How often the enrollee’s VA medical providers include family, friends and others who assist them as part of your health care team					
		Never		Rarely		Sometimes	
		Weighted N	%	Weighted N	%	Weighted N	%
1	34,191	24,434	32.4	NA	NA	9,500	27.8
2	50,799	11,075	30.6	7,709	15.2	9,302	18.3
4	52,133	15,527	26.5	11,157	21.4	6,930	13.3
5	40,661	13,789	29.8	NA	NA	8,202	20.2
6	77,994	12,121	32.0	13,820	17.7	8,961	11.5
7	113,463	24,942	28.4	8,012	7.1	21,799	19.2
8	116,293	32,214	35.7	20,945	18.0	17,642	15.2
9	52,142	41,473	33.1	9,353	17.9	7,158	13.7
10	82,790	17,255	32.1	10,979	13.3	15,464	18.7
12	48,662	26,537	33.9	10,197	21.0	6,760	13.9
15	43,442	16,518	26.5	3,836	8.8	10,000	23.0
16	84,582	11,518	25.1	11,651	13.8	17,087	20.2
17	79,892	21,267	35.4	11,715	14.7	13,430	16.8
19	53,941	28,249	30.4	11,157	20.7	7,999	14.8
20	52,622	16,396	43.1	8,141	15.5	8,175	15.5
21	61,558	22,673	31.7	8,376	13.6	11,481	18.7
22	123,953	19,496	33.8	27,779	22.4	15,834	12.8
23	40,290	41,945	28.0	5,819	14.4	7,036	17.5
National	1,209,408	11,265	31.8	189,583	15.7	202,761	16.8

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-46. Among enrollees receiving assistance, percentage of enrollees that have primary caregivers who receive support services Most of the Time or Always from any caregiver support program by VISN

VISN	VISN total	How often the enrollee’s VA medical providers include family, friends and others who assist them as part of your health care team			
		Most of the time		Always	
		Weighted N	%	Weighted N	%
1	34,191	4,124	12.1	5,322	15.6
2	50,799	5,528	10.9	10,349	20.4
4	52,133	9,694	18.6	9,083	17.4
5	40,661	5,858	14.4	8,229	20.2
6	77,994	12,727	16.3	16,071	20.6
7	113,463	24,087	21.2	25,732	22.7
8	116,293	16,621	14.3	17,672	15.2
9	52,142	10,344	19.8	7,425	14.2
10	82,790	13,404	16.2	14,131	17.1
12	48,662	6,699	13.8	6,453	13.3
15	43,442	7,467	17.2	9,330	21.5
16	84,582	16,718	19.8	17,541	20.7
17	79,892	12,832	16.1	13,265	16.6
19	53,941	8,415	15.6	8,938	16.6
20	52,622	6,177	11.7	7,249	13.8
21	61,558	10,051	16.3	9,781	15.9
22	123,953	19,768	15.9	16,480	13.3
23	40,290	5,536	13.7	9,270	23.0
National	1,209,408	196,048	16.2	212,320	17.6

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding.

Figure A-47. Among enrollees receiving assistance, percentage of enrollees with caregivers that have utilized respite services through VA Health Care’s programs by VISN

VISN	VISN total	Caregivers that have not used respite services		Caregivers that have used respite services	
		Weighted N	%	Weighted N	%
1	309,883	28,926	84.6	NA	NA
2	371,521	41,995	82.7	NA	NA
4	355,426	40,997	78.6	NA	NA
5	303,310	36,377	89.5	NA	NA
6	530,715	66,614	85.4	NA	NA
7	621,378	97,734	86.1	NA	NA
8	698,384	96,076	82.6	9,085	7.8
9	349,868	45,974	88.2	NA	NA
10	603,025	74,088	89.5	NA	NA
12	330,441	38,792	79.7	NA	NA
15	288,899	36,652	84.4	NA	NA
16	548,134	69,663	82.4	NA	NA
17	589,518	70,829	88.7	4,390	5.5
19	420,540	46,233	85.7	3,966	7.4
20	415,775	46,868	89.1	NA	NA
21	415,470	55,190	89.7	NA	NA
22	692,683	105,400	85.0	NA	NA
23	383,063	30,933	76.8	4,406	10.9
National	8,228,035	1,029,342	85.1	74,570	6.2

Note: Denominator is the enrollee population enrolled in Medicare by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-48. Among enrollees receiving assistance, percentage of enrollees aware of VA education resources on how family members and caregivers can cope with mental health disorders in Veterans by VISN

VISN	VISN total	Enrollees are aware that VA offers education and resources to family members and caregivers on how to cope with mental health disorders in Veterans			
		Yes		No	
		Weighted N	%	Weighted N	%
1	34,191	15,822	46.3	18,021	52.7
2	50,799	23,100	45.5	26,891	52.9
4	52,133	22,789	43.7	28,887	55.4
5	40,661	17,583	43.2	22,954	56.5
6	77,994	33,599	43.1	44,136	56.6
7	113,463	60,383	53.2	51,186	45.1
8	116,293	54,371	46.8	61,141	52.6
9	52,142	20,410	39.1	31,226	59.9
10	82,790	33,334	40.3	48,825	59.0
12	48,662	24,294	49.9	23,256	47.8
15	43,442	19,108	44.0	24,178	55.7
16	84,582	36,578	43.2	46,935	55.5
17	79,892	33,320	41.7	45,888	57.4
19	53,941	24,317	45.1	28,751	53.3
20	52,622	18,322	34.8	34,025	64.7
21	61,558	27,783	45.1	32,683	53.1
22	123,953	58,968	47.6	63,928	51.6
23	40,290	21,381	53.1	18,502	45.9
National	1,209,408	545,461	45.1	651,415	53.9

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding.

Figure A-49. Among enrollees receiving assistance, percentage of enrollees that have primary caregivers who receive support services from any caregiver support program by VISN Part 1

VISN	VISN total	Do enrollee's primary caregiver receive caregiver support services from any programs							
		Yes, their primary caregiver is enrolled in PCAFC		Yes, their primary caregiver is enrolled in PGCSS		Yes, their primary caregiver is enrolled in a VA program, but they not sure which		Yes, their primary caregiver is enrolled in a program that is NOT sponsored by VA	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	34,191	NA	NA	NA	NA	NA	NA	NA	NA
2	50,799	NA	NA	NA	NA	NA	NA	NA	NA
4	52,133	NA	NA	NA	NA	NA	NA	NA	NA
5	40,661	NA	NA	NA	NA	NA	NA	NA	NA
6	77,994	NA	NA	NA	NA	NA	NA	NA	NA
7	113,463	NA	NA	NA	NA	NA	NA	NA	NA
8	116,293	NA	NA	NA	NA	NA	NA	NA	NA
9	52,142	NA	NA	NA	NA	NA	NA	NA	NA
10	82,790	NA	NA	NA	NA	NA	NA	NA	NA
12	48,662	NA	NA	NA	NA	NA	NA	NA	NA
15	43,442	NA	NA	NA	NA	NA	NA	NA	NA
16	84,582	NA	NA	NA	NA	NA	NA	NA	NA
17	79,892	NA	NA	NA	NA	NA	NA	NA	NA
19	53,941	NA	NA	NA	NA	NA	NA	NA	NA
20	52,622	NA	NA	NA	NA	NA	NA	NA	NA
21	61,558	NA	NA	NA	NA	NA	NA	NA	NA
22	123,953	NA	NA	NA	NA	NA	NA	NA	NA
23	40,290	NA	NA	NA	NA	NA	NA	NA	NA
National	1,209,408	32,397	2.7	NA	NA	49,470	4.1	8,085	0.7

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-50. Among enrollees receiving assistance, percentage of enrollees that have primary caregivers who receive support services from any caregiver support program by VISN (Part 2)

VISN	VISN total	Do enrollee's primary caregiver receive caregiver support services from any programs					
		Yes, their primary caregiver is enrolled and receives support from both programs sponsored by VA and programs not sponsored by VA		No, their primary caregiver does not receive support services from any program		They do not know if their primary caregiver is receiving any support services	
		Weighted N	%	Weighted N	%	Weighted N	%
1	34,191	NA	NA	13,010	58.1	8,869	25.9
2	50,799	NA	NA	19,848	64.0	9,653	19.0
4	52,133	NA	NA	32,503	69.2	9,288	17.8
5	40,661	NA	NA	36,073	68.6	9,050	22.3
6	77,994	NA	NA	27,909	69.1	12,857	16.5
7	113,463	NA	NA	53,858	61.5	20,738	18.3
8	116,293	NA	NA	69,755	66.4	27,415	23.6
9	52,142	NA	NA	77,215	66.3	11,894	22.8
10	82,790	NA	NA	34,556	64.5	20,834	25.2
12	48,662	NA	NA	53,414	56.2	15,747	32.4
15	43,442	NA	NA	27,325	67.1	10,611	24.4
16	84,582	NA	NA	29,143	69.6	18,216	21.5
17	79,892	NA	NA	58,865	71.0	17,040	21.3
19	53,941	NA	NA	56,688	65.5	10,836	20.1
20	52,622	NA	NA	35,330	59.8	15,428	29.3
21	61,558	NA	NA	31,461	69.4	12,502	20.3
22	123,953	NA	NA	42,703	63.4	31,457	25.4
23	40,290	NA	NA	78,579	63.0	9,884	24.5
National	1,209,408	13,010	1.1	790,606	65.4	272,319	22.5

Note: Denominator is the enrollee population that receives assistance for daily activities by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-51. Among enrollees receiving assistance, percentage of enrollees aware of VA education resources on how family members and caregivers can cope with mental health disorders in Veterans by VISN

VISN	VISN total	Are their primary caregiver AWARE of VA sponsored caregiver support programs?					
		No, their primary caregiver is not aware of these programs		Yes, their primary caregiver is aware of these programs		They do not know if their primary caregiver is aware of these programs or not	
		Weighted N	%	Weighted N	%	Weighted N	%
1	30,009	10,332	42.7	4,369	14.6	12,624	42.1
2	43,250	12,828	46.6	5,941	13.7	16,335	37.8
4	46,380	20,172	44.3	6,649	14.3	19,069	41.1
5	37,389	20,527	44.8	7,340	19.6	13,077	35.0
6	67,333	16,740	55.6	10,939	16.2	18,448	27.4
7	92,382	37,447	57.4	12,641	13.7	26,394	28.6
8	105,631	52,984	50.9	17,240	16.3	33,136	31.4
9	46,704	53,767	40.8	7,435	15.9	19,693	42.2
10	77,234	19,034	42.5	9,664	12.5	32,577	42.2
12	44,554	32,825	42.3	8,785	19.7	16,048	36.0
15	40,736	18,834	40.6	7,191	17.7	16,768	41.2
16	77,407	16,520	48.8	14,374	18.6	24,561	31.7
17	74,757	37,796	51.2	12,402	16.6	23,355	31.2
19	46,687	38,311	46.4	7,293	15.6	17,334	37.1
20	47,998	21,664	46.5	5,872	12.2	19,681	41.0
21	57,388	22,327	46.5	8,925	15.6	21,333	37.2
22	112,473	26,704	45.0	16,293	14.5	45,267	40.2
23	35,707	50,667	49.5	5,755	16.1	12,042	33.7
National	1,084,019	17,690	47.7	169,108	15.6	387,743	35.8

Note: Denominator is the enrollee population that receives assistance for daily activities with caregivers not receiving supportive services by VISN. Percentages may not total 100 percent due to rounding.

Figure A-52. Enrollees by Never smokers, ever smokers, current smokers, and VISN

VISN	VISN total	Never smokers		Ever smokers		Current smokers	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	23,492	41.4	181,131	58.5	28,244	9.1
2	371,521	128,417	44.1	206,514	55.6	37,631	10.1
4	355,426	163,805	43.5	199,783	56.2	43,738	12.3
5	303,310	154,525	52.3	143,268	47.2	28,099	9.3
6	530,715	158,699	45.5	288,147	54.3	61,995	11.7
7	621,378	241,217	47.2	324,456	52.2	77,754	12.5
8	698,384	293,216	47.1	368,430	52.8	65,082	9.3
9	349,868	328,924	39.2	211,878	60.6	46,974	13.4
10	603,025	137,295	40.4	356,288	59.1	87,991	14.6
12	330,441	243,485	38.7	202,174	61.2	42,634	12.9
15	288,899	127,795	41.3	169,235	58.6	44,512	15.4
16	548,134	119,342	39.2	330,094	60.2	90,234	16.5
17	589,518	214,957	48.7	301,596	51.2	54,312	9.2
19	420,540	287,185	47.8	218,771	52.0	45,261	10.8
20	415,775	201,098	46.1	223,500	53.8	34,153	8.2
21	415,470	191,507	44.2	230,621	55.5	46,798	11.3
22	692,683	183,517	51.4	335,271	48.4	58,567	8.5
23	383,063	355,698	38.9	233,705	61.0	45,896	12.0
National	8,228,035	149,000	44.7	4,524,861	55.0	939,875	11.4

Note: Denominator is the enrollee population with other health insurance plans by VISN. Percentages may not total 100 percent due to rounding.

Figure A-53. Enrollees by recent unsuccessful quitters, former smokers, recent successful quitters, and VISN

VISN	VISN total	Recent unsuccessful quitter		Former smoker		Recent successful quitter	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	16,286	5.3	149,784	48.3	2,811	0.9
2	371,521	21,119	5.7	164,254	44.2	5,749	1.5
4	355,426	19,985	5.6	152,891	43.0	5,904	1.7
5	303,310	17,679	5.8	112,666	37.1	3,663	1.2
6	530,715	24,506	4.6	223,942	42.2	5,100	1.0
7	621,378	38,665	6.2	242,751	39.1	7,595	1.2
8	698,384	31,064	4.4	295,153	42.3	4,760	0.7
9	349,868	21,774	6.2	161,804	46.2	7,473	2.1
10	603,025	37,270	6.2	259,094	43.0	12,023	2.0
12	330,441	20,918	6.3	155,360	47.0	3,707	1.1
15	288,899	20,089	7.0	120,542	41.7	3,121	1.1
16	548,134	43,916	8.0	232,042	42.3	8,740	1.6
17	589,518	26,316	4.5	240,120	40.7	7,329	1.2
19	420,540	24,019	5.7	170,529	40.5	5,804	1.4
20	415,775	17,093	4.1	186,768	44.9	6,981	1.7
21	415,470	20,573	5.0	180,403	43.4	9,913	2.4
22	692,683	29,055	4.2	269,574	38.9	16,900	2.4
23	383,063	19,341	5.0	183,906	48.0	8,824	2.3
National	8,228,035	449,668	5.5	3,501,583	42.6	126,398	1.5

Note: Denominator is the enrollee population with other health insurance plans by VISN. Percentages may not total 100 percent due to rounding.

Figure A-54. Of current smokers who attempted to quit recently, use of medication to quit by VISN

VISN	VISN total	Enrollees used either non-nicotine prescription medications or nicotine-replacement therapy during their most recent quit attempt			
		Yes		No	
		Weighted N	%	Weighted N	%
1	16,286	6,037	37.1	10,075	61.9
2	21,119	10,980	52.0	9,873	46.7
4	19,985	7,269	36.4	12,716	63.6
5	17,679	6,561	37.1	11,066	62.6
6	24,506	10,677	43.6	13,830	56.4
7	38,665	13,812	35.7	24,401	63.1
8	31,064	11,204	36.1	19,789	63.7
9	21,774	8,515	39.1	12,891	59.2
10	37,270	8,437	22.6	28,274	75.9
12	20,918	7,222	34.5	13,572	64.9
15	20,089	6,201	30.9	13,888	69.1
16	43,916	14,195	32.3	29,531	67.2
17	26,316	7,104	27.0	19,212	73.0
19	24,019	10,535	43.9	13,437	55.9
20	17,093	5,797	33.9	11,242	65.8
21	20,573	5,874	28.6	13,575	66.0
22	29,055	9,457	32.5	19,598	67.5
23	19,341	6,201	32.1	12,776	66.1
National	449,668	156,079	34.7	289,745	64.4

Note: Denominator is the enrollee population that has attempted to quit smoking in the past 12 months by VISN. Percentages may not total 100 percent due to rounding.

Figure A-55. Enrollees by prevalence of smokeless tobacco use and VISN

VISN	VISN total	Enrollee's current use of chewing tobacco, snuff, or snus							
		Never used		Not at all		Some days		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	233,552	75.4	69,925	22.6	NA	NA	NA	NA
2	371,521	273,597	73.6	86,263	23.2	NA	NA	5,700	1.5
4	355,426	231,900	65.2	98,463	27.7	NA	NA	15,012	4.2
5	303,310	201,704	66.5	85,098	28.1	6,168	2.0	6,910	2.3
6	530,715	349,923	65.9	154,446	29.1	NA	NA	11,645	2.2
7	621,378	405,184	65.2	183,190	29.5	NA	NA	12,379	2.0
8	698,384	499,107	71.5	173,604	24.9	NA	NA	8,510	1.2
9	349,868	206,370	59.0	118,437	33.9	9,022	2.6	13,137	3.8
10	603,025	386,685	64.1	181,328	30.1	16,524	2.7	12,498	2.1
12	330,441	220,808	66.8	93,412	28.3	6,358	1.9	6,644	2.0
15	288,899	169,192	58.6	93,037	32.2	10,625	3.7	12,309	4.3
16	548,134	328,106	59.9	181,651	33.1	NA	NA	27,697	5.1
17	589,518	370,478	62.8	190,678	32.3	12,343	2.1	14,267	2.4
19	420,540	242,648	57.7	141,052	33.5	10,741	2.6	21,375	5.1
20	415,775	251,092	60.4	140,611	33.8	NA	NA	12,394	3.0
21	415,470	290,903	70.0	108,830	26.2	NA	NA	9,288	2.2
22	692,683	455,835	65.8	199,770	28.8	NA	NA	24,718	3.6
23	383,063	231,063	60.3	125,618	32.8	10,257	2.7	12,419	3.2
National	8,228,035	5,348,146	65.0	2,425,414	29.5	141,053	1.7	227,430	2.8

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-56. Enrollees by prevalence of e-cigarette use and VISN

VISN	VISN total	Enrollee's current use of e-cigarettes or other vaping products							
		Never used		Not at all		Some days		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	244,342	78.8	54,799	17.7	NA	NA	NA	NA
2	371,521	289,651	78.0	59,668	16.1	11,228	3.0	NA	NA
4	355,426	268,807	75.6	70,999	20.0	NA	NA	NA	NA
5	303,310	209,874	69.2	79,879	26.3	4,504	1.5	NA	NA
6	530,715	398,420	75.1	92,149	17.4	17,525	3.3	NA	NA
7	621,378	433,189	69.7	134,421	21.6	40,376	6.5	NA	NA
8	698,384	518,174	74.2	137,885	19.7	22,453	3.2	NA	NA
9	349,868	244,675	69.9	74,355	21.3	17,531	5.0	NA	NA
10	603,025	444,629	73.7	120,824	20.0	NA	NA	NA	NA
12	330,441	245,293	74.2	65,020	19.7	NA	NA	NA	NA
15	288,899	198,778	68.8	72,493	25.1	NA	NA	NA	NA
16	548,134	361,817	66.0	147,317	26.9	20,122	3.7	NA	NA
17	589,518	400,751	68.0	153,510	26.0	18,976	3.2	12,544	2.1
19	420,540	294,249	70.0	102,514	24.4	8,690	2.1	8,818	2.1
20	415,775	292,489	70.3	100,973	24.3	11,905	2.9	NA	NA
21	415,470	293,480	70.6	91,330	22.0	15,873	3.8	8,605	2.1
22	692,683	493,428	71.2	161,162	23.3	14,385	2.1	12,586	1.8
23	383,063	276,207	72.1	90,784	23.7	4,407	1.2	NA	NA
National	8,228,035	5,908,254	71.8	1,810,081	22.0	248,126	3.0	159,990	1.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-57. Enrollees by receipt of VA services in person at VA facilities or through home-based care and VISN

VISN	VISN total	Receives VA services in person at VA facilities or through home-based care							
		Yes, for all or most health care needs		Yes, for some health care needs		No, for no health care needs		No, enrollee does not have any health care needs	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	137,776	44.5	91,226	29.4	59,473	19.2	19,549	6.3
2	371,521	145,950	39.3	111,135	29.9	90,304	24.3	21,814	5.9
4	355,426	149,290	42.0	114,645	32.3	73,201	20.6	15,882	4.5
5	303,310	126,611	41.7	86,271	28.4	74,907	24.7	14,298	4.7
6	530,715	239,619	45.2	159,693	30.1	105,573	19.9	23,476	4.4
7	621,378	267,415	43.0	188,753	30.4	134,070	21.6	29,012	4.7
8	698,384	343,218	49.1	198,131	28.4	123,365	17.7	31,146	4.5
9	349,868	175,688	50.2	90,464	25.9	65,678	18.8	17,423	5.0
10	603,025	305,082	50.6	166,552	27.6	97,772	16.2	31,256	5.2
12	330,441	153,115	46.3	84,191	25.5	71,894	21.8	19,204	5.8
15	288,899	146,789	50.8	71,351	24.7	57,286	19.8	12,359	4.3
16	548,134	258,000	47.1	140,028	25.5	123,414	22.5	25,434	4.6
17	589,518	275,109	46.7	159,807	27.1	122,234	20.7	29,920	5.1
19	420,540	203,912	48.5	112,050	26.6	80,270	19.1	22,525	5.4
20	415,775	172,430	41.5	113,222	27.2	107,095	25.8	21,616	5.2
21	415,470	218,518	52.6	92,741	22.3	74,993	18.1	27,041	6.5
22	692,683	318,174	45.9	161,072	23.3	170,601	24.6	40,434	5.8
23	383,063	162,038	42.3	122,174	31.9	67,960	17.7	23,658	6.2
National	8,228,035	3,798,737	46.2	2,263,506	27.5	1,700,090	20.7	426,047	5.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-58. Enrollees by receipt of non-VA provider services paid by the VA in person and VISN

VISN	VISN total	Receives non-VA provider services paid by the VA in person							
		Yes, for all or most health care needs		Yes, for some health care needs		No, for no health care needs		No, enrollee does not have any health care needs	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	14,852	5.1	76,997	26.5	183,991	63.4	27,222	8.8
2	371,521	15,971	4.6	65,104	18.6	242,769	69.4	34,754	9.4
4	355,426	15,697	4.6	84,227	24.8	218,336	64.3	28,157	7.9
5	303,310	17,723	6.1	76,052	26.3	187,809	65.0	17,926	5.9
6	530,715	41,939	8.3	145,552	28.7	287,602	56.7	39,760	7.5
7	621,378	40,181	6.8	183,317	30.9	338,559	57.2	42,083	6.8
8	698,384	41,980	6.3	182,426	27.3	401,023	60.1	52,003	7.4
9	349,868	22,866	6.9	110,379	33.2	184,228	55.4	27,610	7.9
10	603,025	37,026	6.5	154,719	27.1	351,441	61.5	48,691	8.1
12	330,441	17,338	5.6	90,899	29.2	185,307	59.5	30,266	9.2
15	288,899	16,546	6.0	84,904	30.7	162,848	58.9	18,106	6.3
16	548,134	53,795	10.3	160,244	30.7	290,648	55.6	35,857	6.5
17	589,518	36,047	6.4	175,598	31.4	327,193	58.5	40,048	6.8
19	420,540	29,878	7.5	115,660	29.1	234,893	59.0	33,550	8.0
20	415,775	37,811	9.6	118,894	30.2	225,595	57.2	27,545	6.6
21	415,470	19,841	5.1	109,137	28.1	236,865	61.0	41,137	9.9
22	692,683	36,120	5.5	164,129	25.2	422,625	64.8	56,949	8.2
23	383,063	27,334	7.6	112,423	31.3	194,775	54.2	35,602	9.3
National	8,228,035	522,946	6.7	2,210,662	28.3	4,676,509	59.9	637,267	7.7

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-59. Enrollees by receipt of virtual care from a VA provider or a non-VA provider paid for by VA and VISN

VISN	VISN total	Receives virtual care from a VA provider or a non-VA provider paid for by VA							
		Yes, for all or most health care needs		Yes, for some health care needs		No, for no health care needs		No, enrollee does not have any health care needs	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	21,314	6.9	80,432	26.0	176,092	56.8	26,072	8.4
2	371,521	22,299	6.0	90,500	24.4	218,163	58.7	29,466	7.9
4	355,426	18,277	5.1	99,101	27.9	206,838	58.2	22,722	6.4
5	303,310	17,979	5.9	93,103	30.7	171,930	56.7	17,156	5.7
6	530,715	30,588	5.8	169,780	32.0	283,125	53.3	31,268	5.9
7	621,378	45,337	7.3	185,253	29.8	334,651	53.9	39,171	6.3
8	698,384	47,025	6.7	232,166	33.2	360,681	51.6	42,104	6.0
9	349,868	21,142	6.0	91,987	26.3	199,859	57.1	32,214	9.2
10	603,025	36,112	6.0	193,994	32.2	318,014	52.7	44,358	7.4
12	330,441	18,949	5.7	83,798	25.4	193,197	58.5	27,844	8.4
15	288,899	17,823	6.2	73,287	25.4	171,050	59.2	20,366	7.0
16	548,134	29,624	5.4	163,733	29.9	314,656	57.4	32,725	6.0
17	589,518	34,432	5.8	196,387	33.3	309,466	52.5	39,230	6.7
19	420,540	33,037	7.9	111,751	26.6	239,337	56.9	29,596	7.0
20	415,775	32,803	7.9	118,899	28.6	232,141	55.8	26,820	6.5
21	415,470	40,888	9.8	139,155	33.5	189,823	45.7	36,771	8.9
22	692,683	51,050	7.4	222,791	32.2	353,866	51.1	53,642	7.7
23	383,063	14,896	3.9	79,963	20.9	240,821	62.9	35,198	9.2
National	8,228,035	533,575	6.5	2,426,080	29.5	4,513,709	54.9	586,724	7.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-60. Enrollees by receipt of health care services not provided or not paid for by VA and VISN

VISN	VISN total	Receives health care services not provided or not paid for by VA							
		Yes, for all or most health care needs		Yes, for some health care needs		No, for no health care needs		No, enrollee does not have any health care needs	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	67,055	21.6	88,697	28.6	121,227	39.1	25,512	8.2
2	371,521	90,919	24.5	95,771	25.8	140,511	37.8	32,903	8.9
4	355,426	82,645	23.3	100,702	28.3	140,285	39.5	23,152	6.5
5	303,310	81,405	26.8	80,866	26.7	117,349	38.7	20,418	6.7
6	530,715	115,827	21.8	146,910	27.7	220,208	41.5	32,409	6.1
7	621,378	127,423	20.5	177,863	28.6	251,222	40.4	45,359	7.3
8	698,384	142,241	20.4	239,369	34.3	254,346	36.4	44,228	6.3
9	349,868	65,586	18.7	96,096	27.5	152,259	43.5	30,649	8.8
10	603,025	109,719	18.2	185,868	30.8	245,463	40.7	48,560	8.1
12	330,441	72,833	22.0	87,110	26.4	134,884	40.8	28,649	8.7
15	288,899	59,528	20.6	69,541	24.1	134,328	46.5	17,786	6.2
16	548,134	117,004	21.3	149,436	27.3	240,336	43.8	33,347	6.1
17	589,518	114,214	19.4	173,351	29.4	253,824	43.1	37,611	6.4
19	420,540	84,712	20.1	128,984	30.7	167,137	39.7	32,411	7.7
20	415,775	96,128	23.1	108,105	26.0	176,425	42.4	26,605	6.4
21	415,470	73,736	17.7	108,451	26.1	184,928	44.5	39,401	9.5
22	692,683	154,835	22.4	164,769	23.8	294,117	42.5	62,113	9.0
23	383,063	78,120	20.4	124,531	32.5	135,716	35.4	32,126	8.4
National	8,228,035	1,733,929	21.1	2,326,422	28.3	3,364,564	40.9	613,240	7.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-61. Enrollees by planned future use of VA health care and VISN

VISN	VISN total	Receives health care services not provided or not paid for by VA							
		Yes, for all or most health care needs		Yes, for some health care needs		No, for no health care needs		No, enrollee does not have any health care needs	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	21,314	6.9	80,432	26.0	176,092	56.8	26,072	8.4
2	371,521	22,299	6.0	90,500	24.4	218,163	58.7	29,466	7.9
4	355,426	18,277	5.1	99,101	27.9	206,838	58.2	22,722	6.4
5	303,310	17,979	5.9	93,103	30.7	171,930	56.7	17,156	5.7
6	530,715	30,588	5.8	169,780	32.0	283,125	53.3	31,268	5.9
7	621,378	45,337	7.3	185,253	29.8	334,651	53.9	39,171	6.3
8	698,384	47,025	6.7	232,166	33.2	360,681	51.6	42,104	6.0
9	349,868	21,142	6.0	91,987	26.3	199,859	57.1	32,214	9.2
10	603,025	36,112	6.0	193,994	32.2	318,014	52.7	44,358	7.4
12	330,441	18,949	5.7	83,798	25.4	193,197	58.5	27,844	8.4
15	288,899	17,823	6.2	73,287	25.4	171,050	59.2	20,366	7.0
16	548,134	29,624	5.4	163,733	29.9	314,656	57.4	32,725	6.0
17	589,518	34,432	5.8	196,387	33.3	309,466	52.5	39,230	6.7
19	420,540	33,037	7.9	111,751	26.6	239,337	56.9	29,596	7.0
20	415,775	32,803	7.9	118,899	28.6	232,141	55.8	26,820	6.5
21	415,470	40,888	9.8	139,155	33.5	189,823	45.7	36,771	8.9
22	692,683	51,050	7.4	222,791	32.2	353,866	51.1	53,642	7.7
23	383,063	14,896	3.9	79,963	20.9	240,821	62.9	35,198	9.2
National	8,228,035	533,575	6.5	2,426,080	29.5	4,513,709	54.9	586,724	7.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-62. Enrollees by holistic approaches (Acupuncture) for health care needs and VISN

VISN	VISN total	Acupuncture											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	11,479	3.7	NA	NA	NA	NA	86,770	28.0	115,111	37.1	53,687	17.3
2	371,521	9,104	2.5	8,760	2.4	NA	NA	103,495	27.9	145,089	39.1	61,794	16.6
4	355,426	13,391	3.8	NA	NA	NA	NA	81,885	23.0	136,998	38.5	80,664	22.7
5	303,310	4,955	1.6	NA	NA	NA	NA	106,814	35.2	102,268	33.7	49,926	16.5
6	530,715	15,982	3.0	NA	NA	NA	NA	171,093	32.2	187,411	35.3	102,994	19.4
7	621,378	23,762	3.8	NA	NA	NA	NA	190,356	30.6	216,786	34.9	132,301	21.3
8	698,384	23,926	3.4	16,617	2.4	NA	NA	201,635	28.9	255,506	36.6	142,543	20.4
9	349,868	10,424	3.0	NA	NA	NA	NA	89,367	25.5	132,689	37.9	72,939	20.8
10	603,025	35,184	5.8	NA	NA	NA	NA	132,125	21.9	231,990	38.5	135,226	22.4
12	330,441	17,342	5.2	NA	NA	NA	NA	83,150	25.2	136,407	41.3	58,369	17.7
15	288,899	9,015	3.1	NA	NA	NA	NA	74,588	25.8	119,772	41.5	54,989	19.0
16	548,134	16,779	3.1	NA	NA	NA	NA	163,359	29.8	200,550	36.6	122,428	22.3
17	589,518	27,406	4.6	17,999	3.1	NA	NA	201,388	34.2	196,778	33.4	102,677	17.4
19	420,540	14,541	3.5	5,821	1.4	NA	NA	134,787	32.1	155,454	37.0	76,751	18.3
20	415,775	22,385	5.4	7,652	1.8	NA	NA	137,807	33.1	157,715	37.9	58,043	14.0
21	415,470	17,382	4.2	9,148	2.2	NA	NA	140,424	33.8	137,427	33.1	73,418	17.7
22	692,683	37,176	5.4	18,551	2.7	NA	NA	239,482	34.6	214,014	30.9	118,555	17.1
23	383,063	11,550	3.0	14,471	3.8	NA	NA	92,505	24.1	145,810	38.1	85,261	22.3
National	8,228,035	321,783	3.9	174,953	2.1	36,937	0.4	2,431,029	29.5	2,987,773	36.3	1,582,564	19.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-63. Enrollees by holistic approaches (Meditation) for health care needs and VISN

VISN	VISN total	Meditation											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	6,253	2.0	13,654	4.4	NA	NA	60,831	19.6	130,852	42.2	54,841	17.7
2	371,521	14,833	4.0	17,411	4.7	NA	NA	72,774	19.6	156,134	42.0	66,153	17.8
4	355,426	16,089	4.5	9,360	2.6	8,888	2.5	65,092	18.3	147,599	41.5	68,197	19.2
5	303,310	10,854	3.6	9,341	3.1	NA	NA	88,202	29.1	116,971	38.6	51,816	17.1
6	530,715	17,358	3.3	13,325	2.5	NA	NA	120,244	22.7	225,024	42.4	102,994	19.4
7	621,378	22,053	3.5	NA	NA	NA	NA	147,297	23.7	237,660	38.2	121,986	19.6
8	698,384	22,902	3.3	24,205	3.5	NA	NA	159,766	22.9	276,712	39.6	135,553	19.4
9	349,868	11,295	3.2	NA	NA	NA	NA	70,890	20.3	148,635	42.5	70,014	20.0
10	603,025	29,678	4.9	20,591	3.4	NA	NA	108,840	18.0	247,767	41.1	126,645	21.0
12	330,441	8,549	2.6	7,465	2.3	NA	NA	65,079	19.7	145,057	43.9	66,284	20.1
15	288,899	8,455	2.9	16,706	5.8	NA	NA	53,169	18.4	124,596	43.1	56,519	19.6
16	548,134	21,432	3.9	16,429	3.0	NA	NA	125,297	22.9	220,942	40.3	112,879	20.6
17	589,518	17,533	3.0	17,855	3.0	NA	NA	147,977	25.1	229,803	39.0	113,515	19.3
19	420,540	14,837	3.5	20,520	4.9	NA	NA	91,240	21.7	183,607	43.7	70,606	16.8
20	415,775	10,072	2.4	16,135	3.9	NA	NA	99,121	23.8	182,663	43.9	63,149	15.2
21	415,470	13,957	3.4	23,314	5.6	NA	NA	114,135	27.5	148,343	35.7	73,685	17.7
22	692,683	19,430	2.8	20,515	3.0	NA	NA	188,298	27.2	255,096	36.8	125,485	18.1
23	383,063	11,519	3.0	4,904	1.3	NA	NA	67,118	17.5	176,841	46.2	79,526	20.8
National	8,228,035	277,099	3.4	281,518	3.4	108,604	1.3	1,845,373	22.4	3,354,302	40.8	1,559,848	19.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-64. Enrollees by holistic approaches (Guided Imagery) for health care needs and VISN

VISN	VISN total	Guided Imagery											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	NA	NA	NA	NA	44,271	14.3	116,976	37.7	93,651	30.2
2	371,521	6,117	1.6	NA	NA	NA	NA	65,010	17.5	146,405	39.4	96,296	25.9
4	355,426	NA	NA	NA	NA	NA	NA	52,609	14.8	134,017	37.7	111,961	31.5
5	303,310	3,282	1.1	NA	NA	NA	NA	68,929	22.7	99,760	32.9	93,737	30.9
6	530,715	19,729	3.7	NA	NA	NA	NA	97,309	18.3	191,900	36.2	161,215	30.4
7	621,378	15,318	2.5	NA	NA	NA	NA	128,249	20.6	206,503	33.2	188,102	30.3
8	698,384	9,810	1.4	NA	NA	NA	NA	126,370	18.1	260,190	37.3	219,061	31.4
9	349,868	NA	NA	NA	NA	NA	NA	57,270	16.4	134,903	38.6	99,484	28.4
10	603,025	NA	NA	NA	NA	NA	NA	76,974	12.8	242,769	40.3	187,171	31.0
12	330,441	NA	NA	NA	NA	NA	NA	57,750	17.5	126,081	38.2	99,761	30.2
15	288,899	4,604	1.6	NA	NA	NA	NA	52,333	18.1	108,374	37.5	85,857	29.7
16	548,134	8,730	1.6	NA	NA	NA	NA	101,298	18.5	191,375	34.9	182,572	33.3
17	589,518	12,699	2.2	NA	NA	NA	NA	140,630	23.9	194,238	32.9	179,662	30.5
19	420,540	5,436	1.3	NA	NA	NA	NA	82,831	19.7	166,412	39.6	118,231	28.1
20	415,775	4,640	1.1	NA	NA	NA	NA	72,305	17.4	164,154	39.5	119,662	28.8
21	415,470	10,991	2.6	6,809	1.6	NA	NA	84,307	20.3	141,423	34.0	120,922	29.1
22	692,683	9,793	1.4	NA	NA	NA	NA	159,455	23.0	214,756	31.0	208,945	30.2
23	383,063	8,997	2.3	NA	NA	NA	NA	63,240	16.5	140,847	36.8	123,139	32.1
National	8,228,035	149,076	1.8	82,497	1.0	48,103	0.6	1,531,139	18.6	2,981,082	36.2	2,489,428	30.3

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-65 Enrollees by holistic approaches (Massage Therapy) for health care needs and VISN

VISN	VISN total	Massage therapy											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	4,446	1.4	19,988	6.5	NA	NA	108,654	35.1	92,228	29.8	50,387	16.3
2	371,521	9,076	2.4	19,503	5.2	NA	NA	127,267	34.3	118,135	31.8	56,553	15.2
4	355,426	10,252	2.9	19,140	5.4	NA	NA	108,894	30.6	99,758	28.1	76,575	21.5
5	303,310	6,068	2.0	26,346	8.7	NA	NA	130,535	43.0	70,379	23.2	46,652	15.4
6	530,715	21,361	4.0	28,246	5.3	NA	NA	217,449	41.0	137,324	25.9	78,155	14.7
7	621,378	24,094	3.9	23,678	3.8	NA	NA	248,663	40.0	164,103	26.4	104,407	16.8
8	698,384	24,984	3.6	33,878	4.9	NA	NA	272,677	39.0	178,460	25.6	121,851	17.4
9	349,868	8,681	2.5	16,444	4.7	NA	NA	130,288	37.2	99,813	28.5	57,743	16.5
10	603,025	19,179	3.2	44,833	7.4	NA	NA	199,190	33.0	168,256	27.9	103,830	17.2
12	330,441	10,735	3.2	25,710	7.8	NA	NA	123,236	37.3	89,336	27.0	54,088	16.4
15	288,899	5,989	2.1	17,907	6.2	NA	NA	103,036	35.7	86,800	30.0	49,030	17.0
16	548,134	16,389	3.0	28,126	5.1	NA	NA	216,372	39.5	132,107	24.1	114,006	20.8
17	589,518	19,842	3.4	45,286	7.7	NA	NA	259,033	43.9	133,371	22.6	85,108	14.4
19	420,540	8,870	2.1	36,049	8.6	NA	NA	153,783	36.6	113,535	27.0	74,020	17.6
20	415,775	15,918	3.8	31,424	7.6	NA	NA	185,958	44.7	95,290	22.9	49,330	11.9
21	415,470	16,998	4.1	23,746	5.7	NA	NA	170,490	41.0	101,005	24.3	65,768	15.8
22	692,683	17,903	2.6	66,626	9.6	NA	NA	289,353	41.8	153,587	22.2	97,518	14.1
23	383,063	11,949	3.1	32,622	8.5	NA	NA	130,348	34.0	107,516	28.1	66,521	17.4
National	8,228,035	252,734	3.1	539,551	6.6	70,364	0.9	3,175,227	38.6	2,141,002	26.0	1,351,541	16.4

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-66. Enrollees by holistic approaches (Chiropractic) for health care needs and VISN

VISN	VISN total	Chiropractic											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	16,566	5.3	22,905	7.4	NA	NA	91,810	29.6	102,382	33.0	42,214	13.6
2	371,521	13,340	3.6	31,745	8.5	NA	NA	112,094	30.2	120,457	32.4	50,757	13.7
4	355,426	17,727	5.0	38,206	10.7	NA	NA	95,160	26.8	99,872	28.1	64,630	18.2
5	303,310	11,673	3.8	23,049	7.6	NA	NA	125,202	41.3	75,371	24.8	44,651	14.7
6	530,715	32,481	6.1	38,579	7.3	NA	NA	204,316	38.5	140,749	26.5	73,678	13.9
7	621,378	27,787	4.5	37,373	6.0	NA	NA	231,275	37.2	170,181	27.4	97,608	15.7
8	698,384	33,776	4.8	41,558	6.0	12,265	1.8	240,843	34.5	207,840	29.8	109,724	15.7
9	349,868	18,430	5.3	34,110	9.7	NA	NA	116,352	33.3	99,345	28.4	46,763	13.4
10	603,025	35,396	5.9	63,126	10.5	NA	NA	192,323	31.9	158,932	26.4	96,868	16.1
12	330,441	16,436	5.0	42,469	12.9	4,220	1.3	99,288	30.0	94,071	28.5	47,397	14.3
15	288,899	18,606	6.4	34,639	12.0	NA	NA	93,174	32.3	81,733	28.3	39,984	13.8
16	548,134	25,198	4.6	47,837	8.7	NA	NA	198,492	36.2	135,699	24.8	93,516	17.1
17	589,518	28,953	4.9	46,325	7.9	NA	NA	238,281	40.4	137,923	23.4	85,097	14.4
19	420,540	29,607	7.0	36,781	8.7	7,095	1.7	145,440	34.6	116,648	27.7	59,666	14.2
20	415,775	21,546	5.2	42,600	10.2	7,744	1.9	163,523	39.3	106,668	25.7	45,061	10.8
21	415,470	33,159	8.0	22,671	5.5	NA	NA	155,272	37.4	111,029	26.7	59,844	14.4
22	692,683	28,532	4.1	64,837	9.4	NA	NA	268,343	38.7	170,100	24.6	93,563	13.5
23	383,063	21,830	5.7	58,106	15.2	11,251	2.9	113,503	29.6	100,331	26.2	53,878	14.1
National	8,228,035	431,041	5.2	726,916	8.8	120,143	1.5	2,884,689	35.1	2,229,329	27.1	1,204,896	14.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-67. Enrollees by holistic approaches (Biofeedback) for health care needs and VISN

VISN	VISN total	Biofeedback											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	NA	NA	NA	NA	52,632	17.0	109,183	35.2	102,738	33.2
2	371,521	NA	NA	NA	NA	NA	NA	66,236	17.8	142,594	38.4	109,605	29.5
4	355,426	NA	NA	NA	NA	NA	NA	48,896	13.8	129,380	36.4	129,731	36.5
5	303,310	NA	NA	NA	NA	NA	NA	63,029	20.8	101,202	33.4	104,300	34.4
6	530,715	NA	NA	NA	NA	NA	NA	87,806	16.5	190,923	36.0	195,197	36.8
7	621,378	NA	NA	NA	NA	NA	NA	132,663	21.3	204,252	32.9	210,859	33.9
8	698,384	NA	NA	NA	NA	NA	NA	121,267	17.4	238,989	34.2	254,388	36.4
9	349,868	NA	NA	NA	NA	NA	NA	59,508	17.0	121,274	34.7	117,267	33.5
10	603,025	NA	NA	NA	NA	NA	NA	87,392	14.5	202,709	33.6	230,127	38.2
12	330,441	NA	NA	NA	NA	NA	NA	54,137	16.4	114,543	34.7	121,806	36.9
15	288,899	NA	NA	NA	NA	NA	NA	47,546	16.5	95,821	33.2	108,865	37.7
16	548,134	NA	NA	NA	NA	NA	NA	106,547	19.4	163,348	29.8	217,625	39.7
17	589,518	NA	NA	NA	NA	NA	NA	135,590	23.0	172,949	29.3	207,493	35.2
19	420,540	NA	NA	NA	NA	NA	NA	88,787	21.1	148,179	35.2	137,526	32.7
20	415,775	NA	NA	NA	NA	NA	NA	88,266	21.2	140,608	33.8	136,281	32.8
21	415,470	NA	NA	NA	NA	NA	NA	88,907	21.4	134,253	32.3	143,531	34.5
22	692,683	NA	NA	NA	NA	NA	NA	158,833	22.9	207,194	29.9	254,107	36.7
23	383,063	NA	NA	NA	NA	NA	NA	61,146	16.0	135,576	35.4	140,722	36.7
National	8,228,035	58,664	0.7	36,308	0.4	34,523	0.4	1,549,188	18.8	2,752,977	33.5	2,922,169	35.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-68. Enrollees by holistic approaches (Clinical hypnosis) for health care needs and VISN

VISN	VISN total	Clinical hypnosis											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	NA	NA	NA	NA	52,632	17.0	109,183	35.2	102,738	33.2
2	371,521	NA	NA	NA	NA	NA	NA	66,236	17.8	142,594	38.4	109,605	29.5
4	355,426	NA	NA	NA	NA	NA	NA	48,896	13.8	129,380	36.4	129,731	36.5
5	303,310	NA	NA	NA	NA	NA	NA	63,029	20.8	101,202	33.4	104,300	34.4
6	530,715	NA	NA	NA	NA	NA	NA	87,806	16.5	190,923	36.0	195,197	36.8
7	621,378	NA	NA	NA	NA	NA	NA	132,663	21.3	204,252	32.9	210,859	33.9
8	698,384	NA	NA	NA	NA	NA	NA	121,267	17.4	238,989	34.2	254,388	36.4
9	349,868	NA	NA	NA	NA	NA	NA	59,508	17.0	121,274	34.7	117,267	33.5
10	603,025	NA	NA	NA	NA	NA	NA	87,392	14.5	202,709	33.6	230,127	38.2
12	330,441	NA	NA	NA	NA	NA	NA	54,137	16.4	114,543	34.7	121,806	36.9
15	288,899	NA	NA	NA	NA	NA	NA	47,546	16.5	95,821	33.2	108,865	37.7
16	548,134	NA	NA	NA	NA	NA	NA	106,547	19.4	163,348	29.8	217,625	39.7
17	589,518	NA	NA	NA	NA	NA	NA	135,590	23.0	172,949	29.3	207,493	35.2
19	420,540	NA	NA	NA	NA	NA	NA	88,787	21.1	148,179	35.2	137,526	32.7
20	415,775	NA	NA	NA	NA	NA	NA	88,266	21.2	140,608	33.8	136,281	32.8
21	415,470	NA	NA	NA	NA	NA	NA	88,907	21.4	134,253	32.3	143,531	34.5
22	692,683	NA	NA	NA	NA	NA	NA	158,833	22.9	207,194	29.9	254,107	36.7
23	383,063	NA	NA	NA	NA	NA	NA	61,146	16.0	135,576	35.4	140,722	36.7
National	8,228,035	58,664	0.7	36,308	0.4	34,523	0.4	1,549,188	18.8	2,752,977	33.5	2,922,169	35.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-69. Enrollees by holistic approaches (Tai Chi) for health care needs and VISN

VISN	VISN total	Tai Chi											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	NA	NA	NA	NA	63,276	20.4	126,543	40.8	74,567	24.1
2	371,521	NA	NA	NA	NA	NA	NA	80,118	21.6	150,446	40.5	87,623	23.6
4	355,426	NA	NA	NA	NA	NA	NA	63,783	17.9	142,060	40.0	98,911	27.8
5	303,310	NA	NA	NA	NA	NA	NA	81,525	26.9	116,405	38.4	73,345	24.2
6	530,715	NA	NA	NA	NA	NA	NA	113,137	21.3	199,867	37.7	156,329	29.5
7	621,378	NA	NA	NA	NA	NA	NA	149,063	24.0	231,685	37.3	167,399	26.9
8	698,384	NA	NA	NA	NA	NA	NA	168,735	24.2	270,300	38.7	177,013	25.3
9	349,868	NA	NA	NA	NA	NA	NA	65,502	18.7	138,906	39.7	98,796	28.2
10	603,025	NA	NA	NA	NA	NA	NA	121,619	20.2	234,300	38.9	173,896	28.8
12	330,441	NA	NA	NA	NA	NA	NA	63,387	19.2	134,945	40.8	90,900	27.5
15	288,899	NA	NA	NA	NA	NA	NA	56,303	19.5	111,818	38.7	82,318	28.5
16	548,134	NA	NA	NA	NA	NA	NA	132,748	24.2	198,406	36.2	157,476	28.7
17	589,518	NA	NA	NA	NA	NA	NA	172,659	29.3	198,080	33.6	143,893	24.4
19	420,540	NA	NA	NA	NA	NA	NA	105,688	25.1	157,900	37.5	107,086	25.5
20	415,775	NA	NA	NA	NA	NA	NA	100,638	24.2	183,169	44.1	83,429	20.1
21	415,470	NA	NA	5,232	1.3	NA	NA	113,584	27.3	145,544	35.0	105,127	25.3
22	692,683	NA	NA	NA	NA	NA	NA	188,078	27.2	237,402	34.3	194,645	28.1
23	383,063	NA	NA	NA	NA	NA	NA	65,173	17.0	156,974	41.0	117,302	30.6
National	8,228,035	73,613	0.9	5,906	0.7	33,142	0.4	1,905,016	23.2	3,134,749	38.1	2,190,054	26.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-70. Enrollees by holistic approaches (Yoga) for health care needs and VISN

VISN	VISN total	Yoga											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	NA	NA	NA	NA	66,655	21.5	132,672	42.8	57,066	18.4
2	371,521	NA	NA	10,197	2.7	NA	NA	84,344	22.7	157,807	42.5	69,774	18.8
4	355,426	NA	NA	NA	NA	NA	NA	74,984	21.1	141,962	39.9	84,675	23.8
5	303,310	NA	NA	19,454	6.4	NA	NA	92,570	30.5	107,420	35.4	56,935	18.8
6	530,715	NA	NA	13,918	2.6	NA	NA	130,360	24.6	213,528	40.2	116,369	21.9
7	621,378	NA	NA	NA	NA	NA	NA	166,891	26.9	237,655	38.2	130,870	21.1
8	698,384	NA	NA	14,543	2.1	NA	NA	182,915	26.2	273,474	39.2	149,482	21.4
9	349,868	NA	NA	NA	NA	NA	NA	62,355	17.8	154,441	44.1	81,794	23.4
10	603,025	NA	NA	NA	NA	NA	NA	126,707	21.0	242,235	40.2	140,568	23.3
12	330,441	NA	NA	7,668	2.3	NA	NA	79,175	24.0	140,311	42.5	67,320	20.4
15	288,899	NA	NA	9,383	3.2	NA	NA	64,582	22.4	119,812	41.5	61,393	21.3
16	548,134	NA	NA	16,108	2.9	NA	NA	144,237	26.3	212,467	38.8	124,238	22.7
17	589,518	NA	NA	22,017	3.7	NA	NA	182,822	31.0	211,768	35.9	105,494	17.9
19	420,540	NA	NA	13,084	3.1	NA	NA	108,950	25.9	172,222	41.0	84,928	20.2
20	415,775	NA	NA	9,528	2.3	NA	NA	114,637	27.6	174,740	42.0	71,369	17.2
21	415,470	NA	NA	20,396	4.9	NA	NA	116,155	28.0	145,088	34.9	87,634	21.1
22	692,683	NA	NA	27,408	4.0	NA	NA	222,076	32.1	229,900	33.2	134,146	19.4
23	383,063	NA	NA	8,842	2.3	NA	NA	82,645	21.6	163,183	42.6	86,240	22.5
National	8,228,035	74,361	0.9	249,585	3.0	49,789	0.6	2,103,063	25.6	3,230,685	39.3	1,710,297	20.8

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-71. Enrollees by holistic approaches (Whole Health Coaching) for health care needs and VISN

VISN	VISN total	Whole Health Coaching											
		Yes, through a VA program		Yes, through a non-VA program		Yes, both non-VA and VA programs		No, does not use approach but would be interested		No, not interested		No, unfamiliar	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	NA	NA	NA	NA	NA	NA	71,995	23.2	117,940	38.1	74,354	24.0
2	371,521	5,211	1.4	NA	NA	NA	NA	82,299	22.2	149,406	40.2	85,641	23.1
4	355,426	9,576	2.7	NA	NA	NA	NA	75,470	21.2	126,306	35.5	97,416	27.4
5	303,310	2,607	0.9	NA	NA	NA	NA	95,070	31.3	98,918	32.6	75,823	25.0
6	530,715	11,529	2.2	NA	NA	NA	NA	146,051	27.5	186,645	35.2	138,851	26.2
7	621,378	20,847	3.4	NA	NA	NA	NA	180,190	29.0	205,859	33.1	147,833	23.8
8	698,384	28,108	4.0	NA	NA	NA	NA	182,582	26.1	226,051	32.4	187,464	26.8
9	349,868	5,185	1.5	NA	NA	NA	NA	78,684	22.5	128,826	36.8	92,543	26.5
10	603,025	NA	NA	NA	NA	NA	NA	141,163	23.4	219,744	36.4	164,208	27.2
12	330,441	13,758	4.2	NA	NA	NA	NA	74,621	22.6	116,042	35.1	86,361	26.1
15	288,899	9,174	3.2	NA	NA	NA	NA	61,235	21.2	109,020	37.7	76,549	26.5
16	548,134	12,879	2.3	NA	NA	NA	NA	141,369	25.8	189,740	34.6	151,732	27.7
17	589,518	14,771	2.5	NA	NA	NA	NA	176,921	30.0	190,899	32.4	142,879	24.2
19	420,540	6,698	1.6	NA	NA	NA	NA	99,367	23.6	166,180	39.5	103,443	24.6
20	415,775	NA	NA	NA	NA	NA	NA	109,161	26.3	158,278	38.1	92,779	22.3
21	415,470	8,450	2.0	NA	NA	NA	NA	117,646	28.3	140,960	33.9	102,577	24.7
22	692,683	NA	NA	NA	NA	NA	NA	217,882	31.5	210,941	30.5	186,884	27.0
23	383,063	7,941	2.1	NA	NA	NA	NA	88,512	23.1	145,831	38.1	99,868	26.1
National	8,228,035	175,698	2.1	75,860	0.9	47,102	0.6	2,140,217	26.0	2,887,588	35.1	2,107,203	25.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-72. Enrollees by planned future use of VA health care (As main source of health care; For a service-connected disability or health condition, either mental or physical; For care of a specific non-service-connected disability or health condition, either mental or physical; For special medical devices such as hearing aids, prosthetics or orthotics) and VISN

VISN	VISN total	Planned future use of VA health care							
		As main source of health care		For a service-connected disability or health condition, either mental or physical		For care of a specific non-service-connected disability or health condition, either mental or physical		For special medical devices such as hearing aids, prosthetics or orthotics	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	164,939	53.2	164,062	52.9	111,548	36.0	156,618	50.5
2	371,521	182,335	49.1	164,961	44.4	120,968	32.6	165,513	44.6
4	355,426	182,753	51.4	174,266	49.0	120,076	33.8	161,707	45.5
5	303,310	153,304	50.5	179,867	59.3	101,806	33.6	129,755	42.8
6	530,715	312,972	59.0	312,447	58.9	196,832	37.1	261,526	49.3
7	621,378	314,008	50.5	391,703	63.0	227,064	36.5	297,342	47.9
8	698,384	414,542	59.4	389,135	55.7	284,286	40.7	351,735	50.4
9	349,868	204,645	58.5	202,439	57.9	133,435	38.1	190,981	54.6
10	603,025	343,175	56.9	306,121	50.8	222,003	36.8	300,437	49.8
12	330,441	189,703	57.4	166,084	50.3	112,916	34.2	153,769	46.5
15	288,899	174,813	60.5	156,526	54.2	111,385	38.6	147,820	51.2
16	548,134	324,487	59.2	329,104	60.0	197,331	36.0	257,880	47.0
17	589,518	329,709	55.9	385,079	65.3	214,727	36.4	313,042	53.1
19	420,540	239,100	56.9	234,552	55.8	156,829	37.3	209,828	49.9
20	415,775	216,398	52.0	230,155	55.4	139,091	33.5	196,629	47.3
21	415,470	256,521	61.7	234,959	56.6	160,687	38.7	202,331	48.7
22	692,683	385,729	55.7	377,167	54.5	272,716	39.4	333,895	48.2
23	383,063	204,990	53.5	197,293	51.5	127,363	33.2	207,099	54.1
National	8,228,035	4,594,120	55.8	4,595,920	55.9	3,011,062	36.6	4,037,906	49.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-73. Enrollees by planned future use of VA Health Care (For prescriptions; As a “safety net” to use only if needed; Some other way; No plans to use VA for health care) and VISN

VISN	VISN total	Planned future use of VA health care							
		For prescriptions		As a “safety net” to use only if needed		Some other way		No plans to use VA for health care	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	178,513	57.6	97,934	31.6	11,077	3.6	18,335	5.9
2	371,521	203,570	54.8	131,632	35.4	17,894	4.8	28,668	7.7
4	355,426	207,760	58.5	111,170	31.3	18,051	5.1	22,894	6.4
5	303,310	168,856	55.7	105,402	34.8	13,218	4.4	13,270	4.4
6	530,715	321,284	60.5	160,680	30.3	25,170	4.7	26,317	5.0
7	621,378	386,676	62.2	208,372	33.5	27,233	4.4	33,382	5.4
8	698,384	430,080	61.6	238,276	34.1	33,032	4.7	36,507	5.2
9	349,868	216,233	61.8	104,232	29.8	20,690	5.9	15,634	4.5
10	603,025	363,885	60.3	176,638	29.3	22,067	3.7	31,950	5.3
12	330,441	195,387	59.1	100,582	30.4	11,452	3.5	20,235	6.1
15	288,899	183,608	63.6	80,658	27.9	13,645	4.7	17,153	5.9
16	548,134	329,638	60.1	164,629	30.0	25,629	4.7	29,522	5.4
17	589,518	366,089	62.1	157,015	26.6	42,289	7.2	30,606	5.2
19	420,540	245,410	58.4	123,287	29.3	17,370	4.1	30,626	7.3
20	415,775	219,427	52.8	126,455	30.4	15,333	3.7	24,259	5.8
21	415,470	247,125	59.5	128,956	31.0	24,570	5.9	20,708	5.0
22	692,683	393,723	56.8	228,373	33.0	41,681	6.0	41,931	6.1
23	383,063	231,511	60.4	114,970	30.0	17,487	4.6	19,840	5.2
National	8,228,035	4,888,773	59.4	2,559,261	31.1	397,888	4.8	461,836	5.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-74. Enrollees by planned primary future use of VA Health Care (As main source of health care; For a service-connected disability or health condition, either mental or physical; For care of a specific non-service-connected disability or health condition, either mental or physical; For special medical devices such as hearing aids, prosthetics or orthotics) and VISN

VISN	VISN total	Planned primary future use of VA health care							
		As main source of health care		For a service-connected disability or health condition, either mental or physical		For care of a specific non-service-connected disability or health condition, either mental or physical		For special medical devices such as hearing aids, prosthetics or orthotics	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	120,306	38.8	50,077	16.2	6,590	2.1	18,689	6.0
2	371,521	131,059	35.3	43,513	11.7	7,001	1.9	24,460	6.6
4	355,426	131,302	36.9	44,501	12.5	7,753	2.2	25,807	7.3
5	303,310	108,420	35.7	70,930	23.4	4,413	1.5	14,314	4.7
6	530,715	217,122	40.9	96,310	18.1	6,150	1.2	29,295	5.5
7	621,378	234,834	37.8	110,459	17.8	12,846	2.1	30,059	4.8
8	698,384	300,114	43.0	97,632	14.0	14,747	2.1	40,775	5.8
9	349,868	148,698	42.5	47,871	13.7	5,575	1.6	17,507	5.0
10	603,025	248,940	41.3	97,144	16.1	8,336	1.4	30,120	5.0
12	330,441	143,124	43.3	35,644	10.8	5,120	1.5	19,341	5.9
15	288,899	125,495	43.4	38,138	13.2	4,721	1.6	16,068	5.6
16	548,134	233,591	42.6	102,789	18.8	8,779	1.6	24,307	4.4
17	589,518	242,083	41.1	144,162	24.5	10,755	1.8	31,866	5.4
19	420,540	185,103	44.0	57,283	13.6	7,194	1.7	33,316	7.9
20	415,775	157,783	37.9	82,894	19.9	8,466	2.0	24,217	5.8
21	415,470	184,676	44.5	63,767	15.3	5,804	1.4	23,299	5.6
22	692,683	299,895	43.3	107,629	15.5	10,829	1.6	35,440	5.1
23	383,063	153,332	40.0	56,860	14.8	7,356	1.9	30,727	8.0
National	8,228,035	3,365,878	40.9	1,347,602	16.4	142,434	1.7	469,607	5.7

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-75. Enrollees by planned primary future use of VA health care (For prescriptions; As a “safety net” to use only if needed; Some other way; No plans to use VA for health care) and VISN (Part B)

VISN	VISN total	Planned primary future use of VA health care							
		For prescriptions		As a “safety net” to use only if needed		Some other way		No plans to use VA for health care	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	17,172	5.5	3,701	11.1	NA	NA	18,335	5.9
2	371,521	17,990	4.8	4,547	15.8	NA	NA	28,668	7.7
4	355,426	20,946	5.9	5,102	12.3	NA	NA	22,894	6.4
5	303,310	16,742	5.5	4,343	13.2	NA	NA	13,270	4.4
6	530,715	19,984	3.8	5,272	9.6	NA	NA	26,317	5.0
7	621,378	20,962	3.4	9,143	11.9	NA	NA	33,382	5.4
8	698,384	28,092	4.0	9,811	11.6	5,956	0.9	36,507	5.2
9	349,868	17,282	4.9	4,333	10.2	NA	NA	15,634	4.5
10	603,025	29,189	4.8	7,791	11.3	NA	NA	31,950	5.3
12	330,441	17,945	5.4	6,105	12.2	NA	NA	20,235	6.1
15	288,899	13,314	4.6	3,615	11.3	NA	NA	17,153	5.9
16	548,134	22,487	4.1	5,748	8.8	NA	NA	29,522	5.4
17	589,518	16,523	2.8	5,578	7.9	6,213	1.1	30,606	5.2
19	420,540	12,326	2.9	4,769	10.2	NA	NA	30,626	7.3
20	415,775	18,259	4.4	7,528	12.4	NA	NA	24,259	5.8
21	415,470	12,335	3.0	4,261	11.1	NA	NA	20,708	5.0
22	692,683	23,513	3.4	7,726	13.0	NA	NA	41,931	6.1
23	383,063	24,171	6.3	4,717	9.5	NA	NA	19,840	5.2
National	8,228,035	349,233	4.2	25,318	11.2	66,714	0.8	461,836	5.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-76. Enrollees by prescription medications used in the last 30 days and VISN

VISN	VISN total	Number of prescriptions in last 30 days							
		0		1 – 2		3 – 4		5 or more	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	39,071	12.6	56,887	18.4	102,399	33.0	107,755	34.8
2	371,521	46,988	12.6	68,285	18.4	111,934	30.1	137,728	37.1
4	355,426	42,458	11.9	61,213	17.2	95,520	26.9	151,344	42.6
5	303,310	49,714	16.4	44,751	14.8	95,324	31.4	107,993	35.6
6	530,715	62,319	11.7	82,411	15.5	142,126	26.8	238,718	45.0
7	621,378	76,566	12.3	85,150	13.7	168,252	27.1	281,657	45.3
8	698,384	77,436	11.1	114,714	16.4	193,235	27.7	306,913	43.9
9	349,868	37,102	10.6	48,463	13.9	106,592	30.5	150,175	42.9
10	603,025	74,910	12.4	104,019	17.2	163,631	27.1	253,882	42.1
12	330,441	52,359	15.8	56,882	17.2	95,922	29.0	119,352	36.1
15	288,899	25,890	9.0	53,557	18.5	79,715	27.6	124,617	43.1
16	548,134	66,806	12.2	89,367	16.3	162,447	29.6	222,389	40.6
17	589,518	89,395	15.2	83,759	14.2	179,935	30.5	226,955	38.5
19	420,540	62,840	14.9	79,774	19.0	118,510	28.2	152,309	36.2
20	415,775	73,710	17.7	71,639	17.2	132,468	31.9	133,398	32.1
21	415,470	61,512	14.8	87,898	21.2	119,918	28.9	140,185	33.7
22	692,683	120,331	17.4	138,315	20.0	192,010	27.7	228,986	33.1
23	383,063	61,918	16.2	80,800	21.1	100,685	26.3	131,250	34.3
National	8,228,035	1,121,325	13.6	1,407,885	17.1	2,360,625	28.7	3,215,604	39.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-77. Among enrollees who used prescription medications in the past 30 days, the number of prescription medications from U.S. Department of Veterans Affairs (VA) by VISN

VISN	VISN total	Number of prescriptions from VA in last 30 days							
		0		1 – 2		3 – 4		5 or more	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	267,041	88,554	33.2	51,421	19.3	60,915	22.8	63,663	23.8
2	317,947	123,668	38.9	54,999	17.3	63,648	20.0	73,028	23.0
4	308,077	102,461	33.3	57,976	18.8	54,507	17.7	90,823	29.5
5	248,068	88,946	35.9	41,810	16.9	53,573	21.6	61,913	25.0
6	463,255	151,433	32.7	81,772	17.7	75,330	16.3	150,681	32.5
7	535,059	167,740	31.3	73,126	13.7	116,003	21.7	172,715	32.3
8	614,861	183,088	29.8	95,112	15.5	135,300	22.0	196,958	32.0
9	305,230	86,708	28.4	43,662	14.3	69,103	22.6	102,776	33.7
10	521,532	143,911	27.6	93,772	18.0	117,356	22.5	161,132	30.9
12	272,155	77,160	28.4	49,827	18.3	65,322	24.0	77,534	28.5
15	257,889	78,991	30.6	39,585	15.3	53,693	20.8	84,179	32.6
16	474,203	152,886	32.2	55,794	11.8	115,272	24.3	146,624	30.9
17	490,649	145,451	29.6	67,677	13.8	132,686	27.0	137,602	28.0
19	350,593	104,130	29.7	66,208	18.9	83,001	23.7	94,959	27.1
20	337,506	124,444	36.9	59,040	17.5	73,773	21.9	78,041	23.1
21	348,001	110,629	31.8	74,131	21.3	72,068	20.7	87,752	25.2
22	559,311	199,910	35.7	103,096	18.4	112,346	20.1	141,573	25.3
23	312,735	92,736	29.7	61,065	19.5	71,457	22.8	85,109	27.2
National	6,984,114	2,222,846	31.8	1,170,074	16.8	1,525,352	21.8	2,007,063	28.7

Note: Denominator is the enrollees that used prescription medications in the past 30 days by VISN. Percentages may not total 100 percent due to rounding.

Figure A-78. Percentage of enrollees that find COST important in selecting primary care providers by VISN

VISN	VISN total	Cost			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	45,335	14.6	256,259	82.7
2	371,521	54,675	14.7	301,214	81.1
4	355,426	44,892	12.6	300,409	84.5
5	303,310	30,286	10.0	264,546	87.2
6	530,715	52,170	9.8	463,062	87.3
7	621,378	75,371	12.1	528,734	85.1
8	698,384	83,208	11.9	603,143	86.4
9	349,868	35,704	10.2	302,129	86.4
10	603,025	68,100	11.3	518,941	86.1
12	330,441	39,273	11.9	280,120	84.8
15	288,899	37,472	13.0	242,943	84.1
16	548,134	51,101	9.3	481,380	87.8
17	589,518	62,788	10.7	511,968	86.8
19	420,540	47,321	11.3	363,844	86.5
20	415,775	44,978	10.8	363,020	87.3
21	415,470	44,757	10.8	360,258	86.7
22	692,683	73,672	10.6	600,488	86.7
23	383,063	40,307	10.5	330,224	86.2
National	8,228,035	931,409	11.3	7,072,681	86.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-79. Percentage of enrollees that find EASY PARKING important in selecting primary care providers by VISN

VISN	VISN total	Easy parking			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	118,570	38.3	180,083	58.1
2	371,521	141,959	38.2	211,767	57.0
4	355,426	125,549	35.3	218,978	61.6
5	303,310	99,051	32.7	196,999	64.9
6	530,715	185,064	34.9	331,036	62.4
7	621,378	201,546	32.4	402,869	64.8
8	698,384	249,223	35.7	432,232	61.9
9	349,868	119,908	34.3	217,524	62.2
10	603,025	240,369	39.9	343,771	57.0
12	330,441	148,203	44.9	171,924	52.0
15	288,899	120,161	41.6	158,519	54.9
16	548,134	208,408	38.0	322,710	58.9
17	589,518	206,816	35.1	366,492	62.2
19	420,540	183,917	43.7	227,790	54.2
20	415,775	193,583	46.6	212,449	51.1
21	415,470	157,450	37.9	246,212	59.3
22	692,683	249,557	36.0	421,532	60.9
23	383,063	175,198	45.7	195,916	51.1
National	8,228,035	3,124,534	38.0	4,858,804	59.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-80. Percentage of enrollees that find AVAILABILITY OF TRANSPORTATION important in selecting primary care providers by VISN

VISN	VISN total	Availability of transportation			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	183,178	59.1	108,298	34.9
2	371,521	190,292	51.2	159,895	43.0
4	355,426	200,563	56.4	138,377	38.9
5	303,310	156,180	51.5	135,571	44.7
6	530,715	279,057	52.6	234,823	44.2
7	621,378	321,379	51.7	271,147	43.6
8	698,384	367,627	52.6	305,578	43.8
9	349,868	191,577	54.8	141,926	40.6
10	603,025	328,430	54.5	247,977	41.1
12	330,441	179,965	54.5	136,084	41.2
15	288,899	177,203	61.3	97,002	33.6
16	548,134	297,706	54.3	225,015	41.1
17	589,518	319,856	54.3	240,810	40.8
19	420,540	257,953	61.3	149,085	35.5
20	415,775	240,617	57.9	163,773	39.4
21	415,470	219,038	52.7	181,777	43.8
22	692,683	375,613	54.2	293,845	42.4
23	383,063	239,207	62.4	131,249	34.3
National	8,228,035	4,525,441	55.0	3,362,234	40.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-81. Percentage of enrollees that find TRAVEL TIME OF DISTANCE important in selecting primary care providers by VISN

VISN	VISN total	Travel time or distance			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	83,865	27.1	216,238	69.8
2	371,521	87,636	23.6	266,609	71.8
4	355,426	93,026	26.2	251,650	70.8
5	303,310	51,727	17.1	244,577	80.6
6	530,715	123,887	23.3	395,744	74.6
7	621,378	127,599	20.5	469,803	75.6
8	698,384	157,097	22.5	526,025	75.3
9	349,868	91,107	26.0	246,626	70.5
10	603,025	153,997	25.5	428,888	71.1
12	330,441	78,849	23.9	242,153	73.3
15	288,899	80,280	27.8	199,314	69.0
16	548,134	122,538	22.4	411,176	75.0
17	589,518	111,643	18.9	462,861	78.5
19	420,540	103,977	24.7	308,211	73.3
20	415,775	103,155	24.8	303,997	73.1
21	415,470	97,718	23.5	309,773	74.6
22	692,683	158,112	22.8	518,941	74.9
23	383,063	106,523	27.8	264,365	69.0
National	8,228,035	1,932,736	23.5	6,066,951	73.7

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-82. Percentage of enrollees that find HOURS OF OPERATION important in selecting primary care providers by VISN

VISN	VISN total	Hours of operation			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	77,371	25.0	217,395	70.2
2	371,521	89,485	24.1	259,592	69.9
4	355,426	91,807	25.8	248,922	70.0
5	303,310	56,046	18.5	237,279	78.2
6	530,715	127,060	23.9	389,451	73.4
7	621,378	137,071	22.1	465,247	74.9
8	698,384	172,750	24.7	507,517	72.7
9	349,868	87,786	25.1	245,540	70.2
10	603,025	161,384	26.8	420,036	69.7
12	330,441	76,609	23.2	241,628	73.1
15	288,899	74,759	25.9	201,709	69.8
16	548,134	109,951	20.1	414,314	75.6
17	589,518	125,432	21.3	446,381	75.7
19	420,540	114,727	27.3	295,246	70.2
20	415,775	118,551	28.5	288,329	69.3
21	415,470	91,724	22.1	313,015	75.3
22	692,683	150,722	21.8	524,876	75.8
23	383,063	103,851	27.1	265,307	69.3
National	8,228,035	1,967,085	23.9	5,981,786	72.7

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-83. Percentage of enrollees that find PHYSICAL APPEARANCE OF LOCATION important in selecting primary care providers by VISN

VISN	VISN total	Physical appearance of location			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	113,227	36.5	184,991	59.7
2	371,521	121,318	32.7	229,946	61.9
4	355,426	120,109	33.8	217,885	61.3
5	303,310	90,990	30.0	202,356	66.7
6	530,715	149,909	28.2	360,648	68.0
7	621,378	161,679	26.0	439,148	70.7
8	698,384	195,886	28.0	478,820	68.6
9	349,868	122,083	34.9	213,839	61.1
10	603,025	212,171	35.2	367,179	60.9
12	330,441	106,159	32.1	212,473	64.3
15	288,899	99,618	34.5	177,397	61.4
16	548,134	168,291	30.7	358,492	65.4
17	589,518	166,640	28.3	401,743	68.1
19	420,540	167,047	39.7	241,956	57.5
20	415,775	168,081	40.4	239,231	57.5
21	415,470	153,555	37.0	249,027	59.9
22	692,683	206,274	29.8	462,757	66.8
23	383,063	146,865	38.3	223,548	58.4
National	8,228,035	2,669,903	32.4	5,261,436	63.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-84. Percentage of enrollees that find PROFESSIONALISM OF HEALTH CARE PROVIDERS important in selecting primary care providers by VISN

VISN	VISN total	Professionalism of health care providers			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	14,175	4.6	288,044	93.0
2	371,521	16,552	4.5	342,941	92.3
4	355,426	18,887	5.3	327,935	92.3
5	303,310	9,257	3.1	287,749	94.9
6	530,715	18,023	3.4	502,649	94.7
7	621,378	22,422	3.6	581,911	93.6
8	698,384	25,234	3.6	660,165	94.5
9	349,868	19,359	5.5	320,244	91.5
10	603,025	27,539	4.6	561,850	93.2
12	330,441	12,622	3.8	309,256	93.6
15	288,899	16,885	5.8	263,258	91.1
16	548,134	13,907	2.5	522,824	95.4
17	589,518	16,744	2.8	559,960	95.0
19	420,540	18,669	4.4	395,727	94.1
20	415,775	14,054	3.4	395,714	95.2
21	415,470	12,465	3.0	395,415	95.2
22	692,683	17,043	2.5	661,783	95.5
23	383,063	15,884	4.1	356,092	93.0
National	8,228,035	309,721	3.8	7,733,516	94.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-85. Percentage of enrollees that find PROFESSIONALISM OF OFFICE STAFF important in selecting primary care providers by VISN

VISN	VISN total	Professionalism of office staff			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	15,205	4.9	282,776	91.3
2	371,521	19,339	5.2	338,483	91.1
4	355,426	18,015	5.1	325,753	91.7
5	303,310	10,266	3.4	285,379	94.1
6	530,715	17,474	3.3	502,554	94.7
7	621,378	25,801	4.2	578,007	93.0
8	698,384	25,326	3.6	660,071	94.5
9	349,868	20,925	6.0	315,139	90.1
10	603,025	29,212	4.8	558,918	92.7
12	330,441	14,675	4.4	305,662	92.5
15	288,899	18,933	6.6	260,128	90.0
16	548,134	19,132	3.5	515,829	94.1
17	589,518	19,604	3.3	556,629	94.4
19	420,540	19,944	4.7	392,646	93.4
20	415,775	15,861	3.8	391,880	94.3
21	415,470	13,697	3.3	393,548	94.7
22	692,683	24,636	3.6	650,562	93.9
23	383,063	19,247	5.0	353,836	92.4
National	8,228,035	347,294	4.2	7,667,799	93.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-86. Percentage of enrollees that find INSURANCE COVERAGE FOR THE HEALTH SERVICES THEY NEED important in selecting primary care providers by VISN

VISN	VISN total	Insurance coverage for the health services they need			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	27,184	8.8	272,240	87.9
2	371,521	22,038	5.9	336,366	90.5
4	355,426	22,483	6.3	322,676	90.8
5	303,310	8,030	2.6	287,826	94.9
6	530,715	25,989	4.9	496,092	93.5
7	621,378	27,940	4.5	574,215	92.4
8	698,384	49,673	7.1	635,785	91.0
9	349,868	19,401	5.5	317,854	90.8
10	603,025	34,242	5.7	554,641	92.0
12	330,441	23,894	7.2	297,556	90.0
15	288,899	19,347	6.7	260,002	90.0
16	548,134	24,652	4.5	508,055	92.7
17	589,518	24,195	4.1	552,269	93.7
19	420,540	24,070	5.7	387,514	92.1
20	415,775	18,677	4.5	388,235	93.4
21	415,470	21,890	5.3	385,523	92.8
22	692,683	42,449	6.1	634,439	91.6
23	383,063	24,676	6.4	346,068	90.3
National	8,228,035	460,830	5.6	7,557,357	91.8

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-87. Percentage of enrollees that find AVAILABILITY OF SPECIFIC MEDICAL SERVICES important in selecting primary care providers by VISN

VISN	VISN total	Availability of specific medical services			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	15,866	5.1	282,363	91.1
2	371,521	20,346	5.5	337,584	90.9
4	355,426	19,637	5.5	323,598	91.0
5	303,310	6,765	2.2	288,079	95.0
6	530,715	19,658	3.7	495,596	93.4
7	621,378	20,470	3.3	583,624	93.9
8	698,384	23,872	3.4	657,814	94.2
9	349,868	18,583	5.3	318,808	91.1
10	603,025	22,494	3.7	562,759	93.3
12	330,441	12,062	3.7	309,248	93.6
15	288,899	16,416	5.7	262,776	91.0
16	548,134	15,994	2.9	518,401	94.6
17	589,518	20,351	3.5	550,672	93.4
19	420,540	21,251	5.1	391,574	93.1
20	415,775	15,902	3.8	391,050	94.1
21	415,470	14,212	3.4	389,823	93.8
22	692,683	26,745	3.9	646,590	93.3
23	383,063	19,174	5.0	351,728	91.8
National	8,228,035	329,799	4.0	7,662,087	93.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-88. Percentage of enrollees that find HAVING A PROVIDER THAT SHARES THE SAME CULTURAL BACKGROUND important in selecting primary care providers by VISN

VISN	VISN total	Having a provider that shares the same cultural background			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	220,076	71.0	79,122	25.5
2	371,521	244,571	65.8	111,712	30.1
4	355,426	225,997	63.6	117,906	33.2
5	303,310	188,444	62.1	106,917	35.3
6	530,715	321,154	60.5	198,457	37.4
7	621,378	373,186	60.1	231,350	37.2
8	698,384	434,989	62.3	248,086	35.5
9	349,868	204,430	58.4	131,588	37.6
10	603,025	384,844	63.8	197,766	32.8
12	330,441	203,165	61.5	116,524	35.3
15	288,899	184,286	63.8	94,689	32.8
16	548,134	347,763	63.4	186,067	33.9
17	589,518	353,242	59.9	211,357	35.9
19	420,540	285,045	67.8	127,024	30.2
20	415,775	292,286	70.3	115,920	27.9
21	415,470	263,803	63.5	142,632	34.3
22	692,683	440,998	63.7	234,743	33.9
23	383,063	239,613	62.6	132,828	34.7
National	8,228,035	5,207,893	63.3	2,784,689	33.8

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-89. Percentage of enrollees that find HAVING A PROVIDER WITH A MILITARY BACKGROUND important in selecting primary care providers by VISN

VISN	VISN total	Having a provider with a military background			
		Not an important factor/A slightly important factor		A somewhat/moderately/extremely important factor	
		Weighted N	%	Weighted N	%
1	309,883	211,985	68.4	86,382	27.9
2	371,521	247,109	66.5	110,066	29.6
4	355,426	224,606	63.2	119,740	33.7
5	303,310	182,881	60.3	112,464	37.1
6	530,715	303,575	57.2	210,950	39.7
7	621,378	360,568	58.0	244,112	39.3
8	698,384	427,459	61.2	256,717	36.8
9	349,868	194,735	55.7	141,476	40.4
10	603,025	379,903	63.0	207,818	34.5
12	330,441	221,225	66.9	99,754	30.2
15	288,899	176,840	61.2	102,252	35.4
16	548,134	330,471	60.3	202,989	37.0
17	589,518	337,877	57.3	236,800	40.2
19	420,540	270,868	64.4	141,963	33.8
20	415,775	278,786	67.1	129,901	31.2
21	415,470	265,230	63.8	140,456	33.8
22	692,683	426,814	61.6	251,055	36.2
23	383,063	244,055	63.7	129,811	33.9
National	8,228,035	5,084,988	61.8	2,924,707	35.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-90. Enrollees by time (minutes) willing to travel one-way for routine medical care and VISN

VISN	VISN total	Minutes, one way, an enrollee is willing to travel for routine medical care											
		15 minutes or less		Up to 30 minutes		Up to 45 minutes		Up to 60 minutes		Up to 90 minutes		More than 90 minutes	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	20,767	6.7	120,181	38.8	74,791	24.1	71,580	23.1	13,777	4.4	7,509	2.4
2	371,521	39,591	10.7	147,553	39.7	81,123	21.8	73,216	19.7	16,927	4.6	10,029	2.7
4	355,426	32,684	9.2	140,121	39.4	85,932	24.2	63,787	17.9	15,136	4.3	14,514	4.1
5	303,310	23,041	7.6	110,180	36.3	74,538	24.6	67,200	22.2	15,944	5.3	8,921	2.9
6	530,715	45,860	8.6	203,036	38.3	100,614	19.0	128,473	24.2	26,453	5.0	24,754	4.7
7	621,378	36,916	5.9	238,034	38.3	141,636	22.8	123,003	19.8	37,737	6.1	39,559	6.4
8	698,384	58,592	8.4	302,690	43.3	151,076	21.6	126,771	18.2	30,856	4.4	19,881	2.8
9	349,868	19,003	5.4	109,698	31.4	89,705	25.6	77,554	22.2	30,177	8.6	22,259	6.4
10	603,025	55,777	9.2	230,886	38.3	135,970	22.5	116,566	19.3	32,222	5.3	25,697	4.3
12	330,441	28,811	8.7	111,124	33.6	83,980	25.4	73,703	22.3	15,973	4.8	14,986	4.5
15	288,899	26,775	9.3	97,537	33.8	63,263	21.9	56,597	19.6	20,322	7.0	21,808	7.5
16	548,134	42,206	7.7	174,663	31.9	114,429	20.9	139,209	25.4	42,862	7.8	31,274	5.7
17	589,518	61,067	10.4	242,872	41.2	131,289	22.3	92,962	15.8	28,413	4.8	28,077	4.8
19	420,540	36,585	8.7	141,430	33.6	93,031	22.1	79,609	18.9	29,178	6.9	37,965	9.0
20	415,775	35,103	8.4	162,515	39.1	87,496	21.0	81,154	19.5	25,467	6.1	22,189	5.3
21	415,470	41,442	10.0	169,029	40.7	86,672	20.9	71,486	17.2	22,060	5.3	22,059	5.3
22	692,683	71,395	10.3	287,468	41.5	157,255	22.7	110,718	16.0	28,636	4.1	35,372	5.1
23	383,063	41,934	10.9	131,078	34.2	69,582	18.2	77,932	20.3	31,356	8.2	27,207	7.1
National	8,228,035	717,548	8.7	3,120,096	37.9	1,822,382	22.1	1,631,519	19.8	463,497	5.6	414,061	5.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-91. Enrollees by use of internet, at least occasionally and VISN

VISN	VISN total	Uses the internet at least occasionally			
		No		Yes	
		Weighted N	%	Weighted N	%
1	309,883	48,707	15.7	259,890	83.9
2	371,521	61,675	16.6	304,926	82.1
4	355,426	58,789	16.5	293,285	82.5
5	303,310	32,829	10.8	268,373	88.5
6	530,715	58,814	11.1	468,573	88.3
7	621,378	65,397	10.5	552,998	89.0
8	698,384	78,627	11.3	617,051	88.4
9	349,868	52,329	15.0	295,147	84.4
10	603,025	91,292	15.1	508,620	84.3
12	330,441	54,066	16.4	274,027	82.9
15	288,899	42,435	14.7	244,274	84.6
16	548,134	63,431	11.6	480,836	87.7
17	589,518	51,648	8.8	535,810	90.9
19	420,540	53,726	12.8	365,704	87.0
20	415,775	33,726	8.1	378,871	91.1
21	415,470	41,604	10.0	370,668	89.2
22	692,683	62,921	9.1	626,053	90.4
23	383,063	60,625	15.8	319,969	83.5
National	8,228,035	1,012,642	12.3	7,165,078	87.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-92. Enrollees by method of web use (Typical use of desktop or laptop computers to access the internet) and VISN

VISN	VISN total	Typical use of desktop or laptop computers to access the internet									
		Does not have this device		Less than once a week		1 to 3 days a week		4 to 6 days a week		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	24,009	9.2	29,538	11.4	26,900	10.4	33,801	13.0	131,052	50.4
2	304,926	32,969	10.8	36,196	11.9	39,484	12.9	41,752	13.7	138,503	45.4
4	293,285	33,734	11.5	47,303	16.1	37,857	12.9	45,372	15.5	113,303	38.6
5	268,373	21,470	8.0	22,375	8.3	27,545	10.3	36,182	13.5	145,453	54.2
6	468,573	48,365	10.3	48,192	10.3	71,115	15.2	52,152	11.1	226,167	48.3
7	552,998	55,855	10.1	90,018	16.3	80,581	14.6	71,008	12.8	222,601	40.3
8	617,051	77,250	12.5	78,864	12.8	67,279	10.9	77,243	12.5	285,761	46.3
9	295,147	45,288	15.3	39,728	13.5	41,139	13.9	33,297	11.3	115,214	39.0
10	508,620	62,712	12.3	72,248	14.2	59,305	11.7	72,148	14.2	216,077	42.5
12	274,027	27,421	10.0	38,034	13.9	37,843	13.8	40,795	14.9	118,694	43.3
15	244,274	26,088	10.7	38,859	15.9	28,002	11.5	30,674	12.6	107,881	44.2
16	480,836	69,561	14.5	57,378	11.9	67,405	14.0	74,188	15.4	187,418	39.0
17	535,810	49,527	9.2	77,621	14.5	72,270	13.5	63,068	11.8	254,761	47.5
19	365,704	40,326	11.0	48,652	13.3	46,082	12.6	43,160	11.8	173,108	47.3
20	378,871	30,533	8.1	36,251	9.6	38,135	10.1	71,135	18.8	188,916	49.9
21	370,668	41,612	11.2	44,634	12.0	44,231	11.9	46,603	12.6	178,858	48.3
22	626,053	63,636	10.2	66,123	10.6	80,932	12.9	105,769	16.9	284,619	45.5
23	319,969	39,353	12.3	33,146	10.4	38,828	12.1	45,211	14.1	147,167	46.0
National	7,165,078	789,709	11.0	905,159	12.6	904,932	12.6	983,558	13.7	3,235,551	45.2

Note: Denominator is the enrollees that use the internet by VISN. Percentages may not total 100 percent due to rounding.

Figure A-93. Enrollees by method of web use (Typical use of smartphones to access the internet) and VISN

VISN	VISN total	Typical use of smartphones to access the internet									
		Does not have this device		Less than once a week		1 to 3 days a week		4 to 6 days a week		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	19,813	7.6	9,128	3.5	7,210	2.8	12,548	4.8	195,382	75.2
2	304,926	22,056	7.2	14,398	4.7	11,659	3.8	17,801	5.8	220,460	72.3
4	293,285	20,595	7.0	12,027	4.1	9,924	3.4	16,526	5.6	218,809	74.6
5	268,373	10,383	3.9	8,765	3.3	8,940	3.3	14,551	5.4	215,493	80.3
6	468,573	25,087	5.4	14,357	3.1	18,576	4.0	21,179	4.5	367,513	78.4
7	552,998	14,563	2.6	15,161	2.7	26,474	4.8	34,337	6.2	434,573	78.6
8	617,051	29,654	4.8	18,413	3.0	23,453	3.8	43,626	7.1	476,737	77.3
9	295,147	18,018	6.1	11,384	3.9	11,659	4.0	16,433	5.6	221,824	75.2
10	508,620	30,656	6.0	13,659	2.7	21,438	4.2	31,268	6.1	386,298	76.0
12	274,027	16,644	6.1	8,884	3.2	11,276	4.1	15,103	5.5	211,241	77.1
15	244,274	16,818	6.9	8,009	3.3	8,999	3.7	11,119	4.6	191,122	78.2
16	480,836	16,876	3.5	13,450	2.8	16,116	3.4	37,431	7.8	377,342	78.5
17	535,810	14,463	2.7	13,365	2.5	25,865	4.8	26,285	4.9	440,416	82.2
19	365,704	16,322	4.5	11,606	3.2	11,739	3.2	16,421	4.5	296,838	81.2
20	378,871	22,880	6.0	16,072	4.2	14,861	3.9	20,112	5.3	284,788	75.2
21	370,668	17,299	4.7	12,760	3.4	12,705	3.4	22,661	6.1	286,383	77.3
22	626,053	30,405	4.9	20,658	3.3	24,679	3.9	34,537	5.5	498,394	79.6
23	319,969	20,534	6.4	12,085	3.8	11,001	3.4	17,459	5.5	244,440	76.4
National	7,165,078	363,066	5.1	234,183	3.3	276,572	3.9	409,398	5.7	5,568,051	77.7

Note: Denominator is the enrollees that use the internet by VISN. Percentages may not total 100 percent due to rounding.

Figure A-94. Enrollees by method of web use (Typical use of tablet or other portable wireless computers to access the internet) and VISN

VISN	VISN total	Typical use of tablet or other portable wireless computers to access the internet									
		Does not have this device		Less than once a week		1 to 3 days a week		4 to 6 days a week		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	89,866	34.6	38,454	14.8	19,412	7.5	14,871	5.7	68,605	26.4
2	304,926	107,375	35.2	41,525	13.6	29,388	9.6	21,725	7.1	68,199	22.4
4	293,285	104,047	35.5	45,129	15.4	28,037	9.6	20,700	7.1	68,130	23.2
5	268,373	85,299	31.8	39,598	14.8	29,633	11.0	16,521	6.2	74,075	27.6
6	468,573	144,422	30.8	58,322	12.4	47,206	10.1	20,724	4.4	157,196	33.5
7	552,998	171,717	31.1	93,863	17.0	65,576	11.9	47,684	8.6	129,767	23.5
8	617,051	226,820	36.8	82,351	13.3	49,182	8.0	58,379	9.5	147,416	23.9
9	295,147	108,107	36.6	51,554	17.5	20,227	6.9	15,685	5.3	73,332	24.8
10	508,620	189,597	37.3	78,320	15.4	46,888	9.2	42,211	8.3	107,708	21.2
12	274,027	91,479	33.4	45,996	16.8	26,500	9.7	17,821	6.5	71,437	26.1
15	244,274	96,692	39.6	37,359	15.3	16,224	6.6	12,442	5.1	61,800	25.3
16	480,836	166,317	34.6	73,967	15.4	29,031	6.0	33,527	7.0	132,948	27.6
17	535,810	175,642	32.8	73,976	13.8	53,048	9.9	36,591	6.8	157,562	29.4
19	365,704	138,710	37.9	53,915	14.7	37,299	10.2	25,590	7.0	85,049	23.3
20	378,871	129,744	34.2	55,117	14.5	30,082	7.9	44,034	11.6	87,692	23.1
21	370,668	125,474	33.9	49,935	13.5	35,862	9.7	25,112	6.8	101,222	27.3
22	626,053	218,101	34.8	101,750	16.3	58,012	9.3	42,396	6.8	161,685	25.8
23	319,969	114,085	35.7	52,519	16.4	25,844	8.1	23,980	7.5	78,896	24.7
National	7,165,078	2,483,493	34.7	1,073,650	15.0	647,451	9.0	519,993	7.3	1,832,718	25.6

Note: Denominator is the enrollees that use the internet by VISN. Percentages may not total 100 percent due to rounding.

Figure A-95. Enrollees by reasons they do not use or have access to the internet and VISN (Location not served by a provider; Not comfortable with computers; Not comfortable with smart phones or tablets; Don't want to pay for internet)

VISN	VISN total	Reasons enrollees do not have access to the internet							
		Location not served by a provider		Not comfortable with computers		Not comfortable with smart phones or tablets		Don't want to pay for internet	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	49,993	NA	NA	21,557	43.1	20,619	41.2	7,881	15.8
2	66,595	NA	NA	25,545	38.4	21,806	32.7	8,011	12.0
4	62,141	NA	NA	27,739	44.6	23,450	37.7	8,352	13.4
5	34,937	2,250	6.4	12,987	37.2	11,628	33.3	5,333	15.3
6	62,142	NA	NA	24,440	39.3	20,025	32.2	9,000	14.5
7	68,380	NA	NA	24,614	36.0	21,973	32.1	5,537	8.1
8	81,333	NA	NA	29,473	36.2	25,865	31.8	8,231	10.1
9	54,721	NA	NA	23,384	42.7	19,810	36.2	9,948	18.2
10	94,405	NA	NA	46,052	48.8	38,923	41.2	15,165	16.1
12	56,414	2,375	4.2	23,223	41.2	19,224	34.1	8,669	15.4
15	44,625	NA	NA	18,275	41.0	14,974	33.6	7,494	16.8
16	67,298	NA	NA	25,772	38.3	19,081	28.4	10,052	14.9
17	53,708	NA	NA	19,815	36.9	19,383	36.1	9,583	17.8
19	54,835	NA	NA	26,255	47.9	23,058	42.0	9,018	16.4
20	36,904	NA	NA	15,018	40.7	14,251	38.6	6,901	18.7
21	44,802	NA	NA	19,697	44.0	16,620	37.1	6,737	15.0
22	66,630	NA	NA	22,555	33.9	17,190	25.8	7,923	11.9
23	63,093	NA	NA	26,775	42.4	24,478	38.8	8,568	13.6
National	1,062,956	39,563	3.7	433,179	40.8	372,356	35.0	152,402	14.3

Note: Denominator is the enrollee population that do not use the internet by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-96. Enrollees by reasons they do not use or have access to the internet and VISN (Don't want to pay for equipment; Not interested in using the Internet; Other)

VISN	VISN total	Reasons enrollees do not have access to the internet					
		Don't want to pay for equipment		Not interested in using the Internet		Other	
		Weighted N	%	Weighted N	%	Weighted N	%
1	49,993	8,424	16.9	27,576	55.2	5,571	11.1
2	66,595	10,317	15.5	34,790	52.2	9,145	13.7
4	62,141	10,848	17.5	33,172	53.4	6,801	10.9
5	34,937	5,884	16.8	18,976	54.3	5,332	15.3
6	62,142	10,116	16.3	34,507	55.5	10,152	16.3
7	68,380	7,606	11.1	30,617	44.8	11,793	17.2
8	81,333	12,624	15.5	39,383	48.4	13,399	16.5
9	54,721	10,434	19.1	27,176	49.7	6,297	11.5
10	94,405	16,714	17.7	51,743	54.8	12,017	12.7
12	56,414	9,304	16.5	27,274	48.3	9,608	17.0
15	44,625	7,377	16.5	26,029	58.3	5,668	12.7
16	67,298	11,527	17.1	35,251	52.4	10,490	15.6
17	53,708	10,373	19.3	29,844	55.6	8,017	14.9
19	54,835	8,855	16.1	28,672	52.3	8,264	15.1
20	36,904	8,346	22.6	17,522	47.5	6,194	16.8
21	44,802	8,105	18.1	22,237	49.6	6,960	15.5
22	66,630	10,633	16.0	33,425	50.2	13,494	20.3
23	63,093	9,193	14.6	34,476	54.6	7,499	11.9
National	1,062,956	176,684	16.6	552,673	52.0	5,571	14.7

Note: Denominator is the enrollee population that do not use the internet by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-97. Enrollees by places where they accessed the internet (Home; Work; School; Public Library) and VISN

VISN	VISN total	Location enrollees use the internet							
		Home		Work		School		Public Library	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	245,058	94.3	77,156	29.7	NA	NA	11,427	4.4
2	304,926	280,696	92.1	78,935	25.9	NA	NA	18,007	5.9
4	293,285	278,185	94.9	71,273	24.3	NA	NA	11,823	4.0
5	268,373	256,142	95.4	112,001	41.7	NA	NA	15,832	5.9
6	468,573	442,567	94.4	117,525	25.1	NA	NA	28,918	6.2
7	552,998	520,235	94.1	145,701	26.3	NA	NA	46,339	8.4
8	617,051	575,394	93.2	145,891	23.6	NA	NA	26,164	4.2
9	295,147	273,468	92.7	80,137	27.2	NA	NA	11,398	3.9
10	508,620	472,731	92.9	136,126	26.8	NA	NA	26,545	5.2
12	274,027	261,935	95.6	76,725	28.0	NA	NA	16,510	6.0
15	244,274	224,706	92.0	65,637	26.9	NA	NA	11,617	4.8
16	480,836	434,888	90.4	147,469	30.7	NA	NA	31,621	6.6
17	535,810	509,358	95.1	158,350	29.6	NA	NA	35,045	6.5
19	365,704	343,653	94.0	105,123	28.7	NA	NA	20,598	5.6
20	378,871	357,453	94.3	125,048	33.0	NA	NA	17,639	4.7
21	370,668	354,047	95.5	101,262	27.3	17,305	4.7	19,407	5.2
22	626,053	591,851	94.5	196,763	31.4	NA	NA	30,462	4.9
23	319,969	297,961	93.1	104,794	32.8	NA	NA	14,908	4.7
National	7,165,078	6,720,328	93.8	2,045,915	28.6	229,150	3.2	394,261	5.5

Note: Denominator is the enrollee population that use the internet by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-98. Enrollees by places where they accessed the internet (Community center; Someone else’s house; Many places with smartphone, tablet, or other mobile device; Some other place) and VISN

VISN	VISN total	Location enrollees use the internet							
		Community center		Someone else’s house		Many places with smartphone, tablet, or other mobile device		Some other place	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	NA	NA	15,381	5.9	109,519	42.1	5,275	2.0
2	304,926	NA	NA	15,155	5.0	118,054	38.7	13,781	4.5
4	293,285	NA	NA	19,865	6.8	112,948	38.5	7,212	2.5
5	268,373	NA	NA	20,123	7.5	129,271	48.2	10,856	4.0
6	468,573	NA	NA	23,109	4.9	208,545	44.5	13,627	2.9
7	552,998	NA	NA	26,566	4.8	217,305	39.3	12,825	2.3
8	617,051	7,234	1.2	41,459	6.7	265,444	43.0	25,006	4.1
9	295,147	NA	NA	12,574	4.3	128,662	43.6	8,922	3.0
10	508,620	NA	NA	32,924	6.5	229,555	45.1	25,047	4.9
12	274,027	NA	NA	19,953	7.3	121,437	44.3	12,010	4.4
15	244,274	NA	NA	11,526	4.7	106,025	43.4	9,248	3.8
16	480,836	NA	NA	42,298	8.8	224,473	46.7	30,020	6.2
17	535,810	NA	NA	24,452	4.6	262,071	48.9	24,439	4.6
19	365,704	4,700	1.3	31,675	8.7	176,040	48.1	11,921	3.3
20	378,871	NA	NA	21,350	5.6	178,948	47.2	13,444	3.5
21	370,668	5,937	1.6	26,934	7.3	160,972	43.4	17,331	4.7
22	626,053	NA	NA	30,850	4.9	283,489	45.3	28,583	4.6
23	319,969	NA	NA	18,359	5.7	158,019	49.4	11,490	3.6
National	7,165,078	107,892	1.5	434,553	6.1	3,190,779	44.5	281,037	3.9

Note: Denominator is the enrollee population that use the internet by VISN. Percentages may not total 100 percent due to rounding. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Categories are not mutually exclusive, and enrollees can be counted in more than one category.

Figure A-99. Enrollees by typical text message use and VISN

VISN	VISN total	Frequency of sending or reading text messages in a typical week									
		Does not do this activity		Less than once a week		1 to 3 days a week		4 to 6 days a week		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	19,265	7.4	12,964	5.0	18,361	7.1	25,527	9.8	179,569	69.1
2	304,926	21,056	6.9	16,205	5.3	29,954	9.8	35,298	11.6	198,674	65.2
4	293,285	19,800	6.8	15,283	5.2	24,638	8.4	31,920	10.9	197,911	67.5
5	268,373	10,262	3.8	11,276	4.2	16,581	6.2	18,849	7.0	207,608	77.4
6	468,573	22,385	4.8	19,499	4.2	38,062	8.1	44,870	9.6	336,848	71.9
7	552,998	20,300	3.7	21,332	3.9	42,666	7.7	48,640	8.8	414,131	74.9
8	617,051	28,153	4.6	23,723	3.8	46,179	7.5	66,440	10.8	442,538	71.7
9	295,147	14,709	5.0	10,943	3.7	27,283	9.2	31,574	10.7	207,324	70.2
10	508,620	27,918	5.5	21,453	4.2	39,542	7.8	37,823	7.4	376,093	73.9
12	274,027	15,667	5.7	14,055	5.1	19,149	7.0	28,915	10.6	192,326	70.2
15	244,274	12,723	5.2	11,952	4.9	18,463	7.6	25,072	10.3	172,127	70.5
16	480,836	18,403	3.8	14,471	3.0	46,978	9.8	40,298	8.4	355,247	73.9
17	535,810	13,760	2.6	17,579	3.3	47,628	8.9	49,273	9.2	404,542	75.5
19	365,704	16,461	4.5	15,115	4.1	27,945	7.6	39,316	10.8	264,443	72.3
20	378,871	19,151	5.1	15,849	4.2	30,774	8.1	41,010	10.8	266,465	70.3
21	370,668	15,415	4.2	16,204	4.4	27,329	7.4	40,237	10.9	267,126	72.1
22	626,053	21,233	3.4	28,946	4.6	47,168	7.5	69,566	11.1	453,103	72.4
23	319,969	20,416	6.4	12,852	4.0	24,770	7.7	25,458	8.0	232,987	72.8
National	7,165,078	337,078	4.7	299,702	4.2	573,472	8.0	700,086	9.8	5,169,062	72.1

Note: Denominator is the enrollees that use the internet by VISN. Percentages may not total 100 percent due to rounding.

Figure A-100. Enrollees by typical email and VISN

VISN	VISN total	Frequency of sending or reading email in a typical week									
		Does not do this activity		Less than once a week		1 to 3 days a week		4 to 6 days a week		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	6,669	2.6	14,897	5.7	18,483	7.1	28,547	11.0	185,945	71.5
2	304,926	12,537	4.1	17,880	5.9	29,797	9.8	29,729	9.7	210,395	69.0
4	293,285	11,608	4.0	20,123	6.9	29,993	10.2	35,672	12.2	192,926	65.8
5	268,373	8,337	3.1	11,437	4.3	15,751	5.9	21,024	7.8	207,913	77.5
6	468,573	12,473	2.7	30,878	6.6	33,653	7.2	52,047	11.1	331,734	70.8
7	552,998	24,868	4.5	33,281	6.0	48,170	8.7	79,253	14.3	360,474	65.2
8	617,051	20,796	3.4	35,450	5.7	58,425	9.5	64,327	10.4	428,810	69.5
9	295,147	14,002	4.7	21,740	7.4	26,468	9.0	34,889	11.8	193,015	65.4
10	508,620	19,984	3.9	36,473	7.2	44,978	8.8	48,356	9.5	349,506	68.7
12	274,027	10,919	4.0	19,113	7.0	22,049	8.0	25,327	9.2	193,194	70.5
15	244,274	12,048	4.9	16,635	6.8	19,078	7.8	23,886	9.8	168,259	68.9
16	480,836	15,375	3.2	25,918	5.4	61,028	12.7	45,744	9.5	324,364	67.5
17	535,810	11,750	2.2	23,260	4.3	49,855	9.3	45,704	8.5	400,978	74.8
19	365,704	14,654	4.0	22,314	6.1	27,990	7.7	35,142	9.6	261,842	71.6
20	378,871	9,598	2.5	20,849	5.5	26,260	6.9	48,315	12.8	267,985	70.7
21	370,668	12,974	3.5	19,169	5.2	31,918	8.6	35,622	9.6	264,581	71.4
22	626,053	15,462	2.5	30,734	4.9	61,540	9.8	72,329	11.6	435,944	69.6
23	319,969	16,938	5.3	18,049	5.6	28,938	9.0	32,510	10.2	218,776	68.4
National	7,165,078	250,995	3.5	418,203	5.8	634,374	8.9	758,425	10.6	4,996,641	69.7

Note: Denominator is the enrollees that use the internet by VISN. Percentages may not total 100 percent due to rounding.

Figure A-101. Enrollees by typical web use and VISN

VISN	VISN total	Frequency of checking web pages to obtain information on health in a typical week									
		Does not do this activity		Less than once a week		1 to 3 days a week		4 to 6 days a week		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	41,157	15.8	99,369	38.2	39,312	15.1	21,029	8.1	51,622	19.9
2	304,926	44,409	14.6	101,715	33.4	52,930	17.4	21,754	7.1	75,521	24.8
4	293,285	45,326	15.5	103,628	35.3	51,578	17.6	17,891	6.1	69,507	23.7
5	268,373	34,148	12.7	83,293	31.0	52,222	19.5	13,097	4.9	79,968	29.8
6	468,573	50,404	10.8	136,558	29.1	96,034	20.5	35,173	7.5	140,364	30.0
7	552,998	65,291	11.8	173,831	31.4	130,188	23.5	46,759	8.5	126,303	22.8
8	617,051	70,080	11.4	211,702	34.3	120,650	19.6	47,539	7.7	154,821	25.1
9	295,147	43,705	14.8	108,300	36.7	51,987	17.6	24,782	8.4	59,404	20.1
10	508,620	73,816	14.5	193,867	38.1	94,599	18.6	27,784	5.5	105,881	20.8
12	274,027	43,865	16.0	97,550	35.6	48,441	17.7	20,460	7.5	58,633	21.4
15	244,274	40,191	16.5	83,714	34.3	39,845	16.3	17,805	7.3	57,589	23.6
16	480,836	69,830	14.5	165,034	34.3	90,956	18.9	41,690	8.7	103,453	21.5
17	535,810	63,154	11.8	171,636	32.0	107,116	20.0	53,708	10.0	134,746	25.1
19	365,704	57,083	15.6	128,307	35.1	73,733	20.2	30,847	8.4	70,260	19.2
20	378,871	46,901	12.4	158,171	41.7	73,723	19.5	22,955	6.1	69,967	18.5
21	370,668	44,146	11.9	117,466	31.7	70,386	19.0	33,016	8.9	98,518	26.6
22	626,053	81,171	13.0	197,516	31.5	135,186	21.6	62,492	10.0	137,184	21.9
23	319,969	63,488	19.8	118,202	36.9	52,821	16.5	17,254	5.4	60,260	18.8
National	7,165,078	978,165	13.7	2,449,859	34.2	1,381,706	19.3	556,033	7.8	1,653,998	23.1

Note: Denominator is the enrollees that use the internet by VISN. Percentages may not total 100 percent due to rounding.

Figure A-102. Enrollees by typical social media use and VISN

VISN	VISN total	Frequency of checking social media in a typical week									
		Does not do this activity		Less than once a week		1 to 3 days a week		4 to 6 days a week		Every day	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	259,890	71,349	27.5	20,685	8.0	18,704	7.2	32,846	12.6	109,816	2.4
2	304,926	85,659	28.1	31,753	10.4	31,750	10.4	29,064	9.5	120,658	1.8
4	293,285	85,986	29.3	23,938	8.2	21,313	7.3	32,123	11.0	125,753	2.2
5	268,373	62,458	23.3	22,390	8.3	30,155	11.2	27,851	10.4	120,821	2.8
6	468,573	116,656	24.9	50,969	10.9	43,949	9.4	29,911	6.4	217,911	2.5
7	552,998	134,850	24.4	67,850	12.3	62,080	11.2	68,285	12.3	214,024	2.4
8	617,051	173,607	28.1	67,191	10.9	51,802	8.4	59,949	9.7	255,309	2.0
9	295,147	68,379	23.2	21,841	7.4	34,909	11.8	35,531	12.0	128,078	2.5
10	508,620	134,036	26.4	45,357	8.9	46,115	9.1	40,514	8.0	234,489	2.3
12	274,027	72,226	26.4	27,396	10.0	21,816	8.0	21,722	7.9	126,140	2.4
15	244,274	52,500	21.5	23,427	9.6	19,806	8.1	20,880	8.5	123,394	2.3
16	480,836	108,769	22.6	40,082	8.3	60,635	12.6	63,192	13.1	201,108	2.4
17	535,810	123,772	23.1	58,937	11.0	51,486	9.6	46,412	8.7	251,672	2.7
19	365,704	102,454	28.0	34,722	9.5	32,769	9.0	43,410	11.9	147,832	2.4
20	378,871	108,988	28.8	40,461	10.7	35,486	9.4	40,853	10.8	147,439	2.7
21	370,668	103,071	27.8	36,071	9.7	37,218	10.0	29,246	7.9	158,654	2.2
22	626,053	181,355	29.0	64,969	10.4	76,877	12.3	55,136	8.8	238,404	2.2
23	319,969	79,578	24.9	24,696	7.7	23,366	7.3	27,411	8.6	159,533	2.4
National	7,165,078	1,865,694	26.0	702,736	9.8	700,237	9.8	704,336	9.8	3,081,033	43.0

Note: Denominator is the enrollees that use the internet by VISN. Percentages may not total 100 percent due to rounding.

Figure A-103. Percentage of enrollees by willingness to perform telehealth-related tasks (Fill out health forms on a personal computer or mobile device) and VISN

VISN	VISN total	Fill out health forms on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	81,132	26.2	222,264	71.7
2	371,521	103,939	28.0	255,310	68.7
4	355,426	97,008	27.3	247,376	69.6
5	303,310	56,816	18.7	241,723	79.7
6	530,715	103,912	19.6	414,720	78.1
7	621,378	119,315	19.2	493,307	79.4
8	698,384	145,378	20.8	536,773	76.9
9	349,868	86,970	24.9	254,042	72.6
10	603,025	165,260	27.4	423,573	70.2
12	330,441	85,036	25.7	233,903	70.8
15	288,899	78,526	27.2	202,879	70.2
16	548,134	102,968	18.8	435,425	79.4
17	589,518	100,190	17.0	478,658	81.2
19	420,540	92,925	22.1	321,563	76.5
20	415,775	65,399	15.7	341,235	82.1
21	415,470	75,279	18.1	332,207	80.0
22	692,683	119,918	17.3	560,805	81.0
23	383,063	108,178	28.2	262,340	68.5
National	8,228,035	1,788,148	21.7	6,258,104	76.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-104. Percentage of enrollees by willingness to perform telehealth-related tasks (Refill a medication prescription on a personal computer or mobile device) and VISN

VISN	VISN total	Refill a medication prescription on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	71,375	23.0	231,158	74.6
2	371,521	89,582	24.1	272,345	73.3
4	355,426	80,666	22.7	263,256	74.1
5	303,310	43,230	14.3	255,540	84.3
6	530,715	77,347	14.6	445,638	84.0
7	621,378	82,711	13.3	527,618	84.9
8	698,384	123,338	17.7	557,803	79.9
9	349,868	72,202	20.6	269,114	76.9
10	603,025	132,252	21.9	458,069	76.0
12	330,441	69,829	21.1	250,866	75.9
15	288,899	58,903	20.4	221,545	76.7
16	548,134	81,636	14.9	454,908	83.0
17	589,518	83,160	14.1	496,879	84.3
19	420,540	79,402	18.9	334,307	79.5
20	415,775	63,448	15.3	342,973	82.5
21	415,470	59,231	14.3	349,040	84.0
22	692,683	94,488	13.6	584,738	84.4
23	383,063	93,820	24.5	279,845	73.1
National	8,228,035	1,456,621	17.7	6,595,642	80.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-105. Percentage of enrollees by willingness to perform telehealth-related tasks (Watch educational health videos on a personal computer or mobile device) and VISN

VISN	VISN total	Watch educational health videos on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	91,625	29.6	210,072	67.8
2	371,521	111,324	30.0	249,445	67.1
4	355,426	117,883	33.2	225,429	63.4
5	303,310	63,152	20.8	232,901	76.8
6	530,715	109,043	20.5	411,103	77.5
7	621,378	140,911	22.7	468,638	75.4
8	698,384	173,006	24.8	505,685	72.4
9	349,868	94,980	27.1	241,968	69.2
10	603,025	183,244	30.4	402,951	66.8
12	330,441	96,200	29.1	219,641	66.5
15	288,899	84,823	29.4	194,112	67.2
16	548,134	125,347	22.9	407,793	74.4
17	589,518	125,026	21.2	454,761	77.1
19	420,540	119,947	28.5	292,842	69.6
20	415,775	91,890	22.1	314,420	75.6
21	415,470	90,945	21.9	316,361	76.1
22	692,683	157,744	22.8	520,883	75.2
23	383,063	127,509	33.3	244,743	63.9
National	8,228,035	2,104,598	25.6	5,913,750	71.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-106. Percentage of enrollees by willingness to perform telehealth-related tasks (Join an online support group to connect with others having similar health problems on a personal computer or mobile device) and VISN

VISN	VISN total	Join an online support group to connect with others having similar health problems on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	172,827	55.8	126,771	40.9
2	371,521	205,322	55.3	155,220	41.8
4	355,426	191,222	53.8	153,709	43.2
5	303,310	147,629	48.7	147,806	48.7
6	530,715	244,717	46.1	277,549	52.3
7	621,378	296,115	47.7	314,452	50.6
8	698,384	358,394	51.3	319,541	45.8
9	349,868	205,176	58.6	134,126	38.3
10	603,025	341,039	56.6	245,526	40.7
12	330,441	176,660	53.5	142,868	43.2
15	288,899	155,154	53.7	125,122	43.3
16	548,134	247,026	45.1	289,229	52.8
17	589,518	285,807	48.5	291,693	49.5
19	420,540	235,109	55.9	177,314	42.2
20	415,775	220,895	53.1	185,892	44.7
21	415,470	200,491	48.3	206,788	49.8
22	692,683	337,872	48.8	340,085	49.1
23	383,063	220,784	57.6	151,253	39.5
National	8,228,035	4,242,238	51.6	3,784,943	46.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

**Figure A-107. Percentage of enrollees by willingness to perform telehealth-related tasks
(Complete an online health assessment to measure stress or anxiety on a personal
computer or mobile device) and VISN**

VISN	VISN total	Complete an online health assessment to measure stress or anxiety on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	112,345	36.3	186,421	60.2
2	371,521	153,021	41.2	207,687	55.9
4	355,426	139,688	39.3	204,257	57.5
5	303,310	84,903	28.0	212,698	70.1
6	530,715	165,258	31.1	354,718	66.8
7	621,378	192,803	31.0	417,589	67.2
8	698,384	239,751	34.3	440,933	63.1
9	349,868	125,188	35.8	213,218	60.9
10	603,025	229,008	38.0	358,450	59.4
12	330,441	120,350	36.4	197,363	59.7
15	288,899	102,078	35.3	178,052	61.6
16	548,134	155,647	28.4	381,214	69.5
17	589,518	177,474	30.1	403,191	68.4
19	420,540	147,596	35.1	264,229	62.8
20	415,775	126,111	30.3	280,927	67.6
21	415,470	125,301	30.2	282,344	68.0
22	692,683	188,222	27.2	489,515	70.7
23	383,063	158,278	41.3	215,807	56.3
National	8,228,035	2,743,021	33.3	5,288,613	64.3

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-108. Percentage of enrollees by willingness to perform telehealth-related tasks (Schedule medical appointments on a personal computer or mobile device) and VISN

VISN	VISN total	Schedule medical appointments on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	65,925	21.3	237,320	76.6
2	371,521	86,469	23.3	274,857	74.0
4	355,426	79,186	22.3	264,809	74.5
5	303,310	42,937	14.2	254,381	83.9
6	530,715	79,137	14.9	443,573	83.6
7	621,378	87,929	14.2	525,233	84.5
8	698,384	115,918	16.6	565,061	80.9
9	349,868	61,172	17.5	279,059	79.8
10	603,025	136,636	22.7	449,812	74.6
12	330,441	65,365	19.8	255,096	77.2
15	288,899	59,179	20.5	221,533	76.7
16	548,134	78,489	14.3	458,235	83.6
17	589,518	70,849	12.0	510,609	86.6
19	420,540	76,108	18.1	337,049	80.1
20	415,775	54,530	13.1	352,381	84.8
21	415,470	49,857	12.0	359,189	86.5
22	692,683	87,956	12.7	591,112	85.3
23	383,063	87,321	22.8	287,860	75.1
National	8,228,035	1,384,963	16.8	6,667,169	81.0

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-109. Percentage of enrollees by willingness to perform telehealth-related tasks (Access health record on a personal computer or mobile device) and VISN

VISN	VISN total	Access health record on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	61,119	19.7	240,871	77.7
2	371,521	80,193	21.6	281,336	75.7
4	355,426	77,285	21.7	267,642	75.3
5	303,310	39,654	13.1	256,440	84.5
6	530,715	74,244	14.0	446,838	84.2
7	621,378	90,172	14.5	521,344	83.9
8	698,384	116,756	16.7	565,061	80.9
9	349,868	68,457	19.6	270,371	77.3
10	603,025	123,315	20.4	465,773	77.2
12	330,441	64,011	19.4	256,319	77.6
15	288,899	55,566	19.2	224,845	77.8
16	548,134	80,496	14.7	459,407	83.8
17	589,518	73,449	12.5	507,941	86.2
19	420,540	74,849	17.8	337,449	80.2
20	415,775	53,313	12.8	353,213	85.0
21	415,470	53,634	12.9	354,112	85.2
22	692,683	97,356	14.1	580,617	83.8
23	383,063	79,975	20.9	294,340	76.8
National	8,228,035	1,363,844	16.6	6,683,919	81.2

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-110. Percentage of enrollees by willingness to perform telehealth-related tasks (Access laboratory or X-ray test results on a personal computer or mobile device) and VISN

VISN	VISN total	Access laboratory or X-ray test results on a personal computer or mobile device			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	63,878	20.6	236,261	76.2
2	371,521	80,840	21.8	280,641	75.5
4	355,426	76,880	21.6	267,702	75.3
5	303,310	41,557	13.7	254,587	83.9
6	530,715	77,884	14.7	443,594	83.6
7	621,378	96,421	15.5	509,430	82.0
8	698,384	116,332	16.7	562,931	80.6
9	349,868	68,779	19.7	269,934	77.2
10	603,025	124,173	20.6	461,550	76.5
12	330,441	65,734	19.9	251,653	76.2
15	288,899	58,436	20.2	222,553	77.0
16	548,134	83,236	15.2	455,344	83.1
17	589,518	81,817	13.9	500,453	84.9
19	420,540	77,193	18.4	334,799	79.6
20	415,775	53,329	12.8	353,297	85.0
21	415,470	56,105	13.5	351,361	84.6
22	692,683	96,934	14.0	580,907	83.9
23	383,063	84,675	22.1	289,005	75.4
National	8,228,035	1,404,202	17.1	6,626,002	80.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

**Figure A-111. Percentage of enrollees by willingness to perform telehealth-related tasks
(Use an “app” to track health such as blood pressure or weight) and VISN**

VISN	VISN total	Use an “app” to track health such as blood pressure or weight			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	96,644	31.2	203,124	65.5
2	371,521	123,136	33.1	238,392	64.2
4	355,426	118,931	33.5	225,112	63.3
5	303,310	69,652	23.0	228,903	75.5
6	530,715	130,761	24.6	387,636	73.0
7	621,378	133,283	21.4	477,642	76.9
8	698,384	187,211	26.8	493,885	70.7
9	349,868	93,880	26.8	245,753	70.2
10	603,025	189,327	31.4	397,641	65.9
12	330,441	99,325	30.1	220,113	66.6
15	288,899	84,919	29.4	195,692	67.7
16	548,134	131,794	24.0	406,274	74.1
17	589,518	134,744	22.9	446,741	75.8
19	420,540	114,755	27.3	297,529	70.7
20	415,775	105,859	25.5	301,245	72.5
21	415,470	96,688	23.3	311,452	75.0
22	692,683	166,243	24.0	510,821	73.7
23	383,063	127,976	33.4	245,695	64.1
National	8,228,035	2,205,128	26.8	5,833,649	70.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-112. Percentage of enrollees by willingness to perform telehealth-related tasks (Sign up to get health related text messages on mobile device, such as appointment reminders) and VISN

VISN	VISN total	Sign up to get health related text messages on mobile device, such as appointment reminders			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	80,224	25.9	219,914	71.0
2	371,521	98,502	26.5	261,116	70.3
4	355,426	91,946	25.9	251,561	70.8
5	303,310	52,849	17.4	243,856	80.4
6	530,715	94,815	17.9	428,030	80.7
7	621,378	102,921	16.6	509,281	82.0
8	698,384	145,339	20.8	536,200	76.8
9	349,868	74,999	21.4	265,470	75.9
10	603,025	149,659	24.8	440,391	73.0
12	330,441	79,887	24.2	242,444	73.4
15	288,899	60,182	20.8	221,256	76.6
16	548,134	97,871	17.9	438,587	80.0
17	589,518	95,462	16.2	483,916	82.1
19	420,540	80,233	19.1	332,466	79.1
20	415,775	77,564	18.7	330,377	79.5
21	415,470	72,162	17.4	335,378	80.7
22	692,683	114,469	16.5	564,674	81.5
23	383,063	98,235	25.6	275,910	72.0
National	8,228,035	1,667,318	20.3	6,380,828	77.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

**Figure A-113. Percentage of enrollees by willingness to perform telehealth-related tasks
(Communicate with health care providers using secure email) and VISN**

VISN	VISN total	Communicate with health care providers using secure email			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	67,626	21.8	232,977	75.2
2	371,521	90,376	24.3	269,734	72.6
4	355,426	82,682	23.3	262,124	73.7
5	303,310	45,423	15.0	251,405	82.9
6	530,715	82,056	15.5	440,684	83.0
7	621,378	94,904	15.3	516,040	83.0
8	698,384	118,545	17.0	563,655	80.7
9	349,868	71,494	20.4	269,435	77.0
10	603,025	148,592	24.6	441,176	73.2
12	330,441	70,415	21.3	252,577	76.4
15	288,899	62,390	21.6	218,806	75.7
16	548,134	81,239	14.8	457,498	83.5
17	589,518	82,326	14.0	498,496	84.6
19	420,540	79,340	18.9	334,674	79.6
20	415,775	57,770	13.9	349,724	84.1
21	415,470	58,134	14.0	350,093	84.3
22	692,683	103,733	15.0	574,866	83.0
23	383,063	87,165	22.8	287,000	74.9
National	8,228,035	1,484,212	18.0	6,570,964	79.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-114. Percentage of enrollees that have met with or are willing to meet with a mental health provider remotely (Do this and it is their preference; Do this, but prefers in-person visits; Interested in this but have not yet because they lack adequate Internet access; Interested in this but needs assistance to use a computer or mobile device) by VISN

VISN	VISN total	Enrollees that have met with or are willing to meet with a mental health provider remotely							
		Do this and it is their preference		Do this, but prefers in-person visits		Interested in this but have not yet because they lack adequate Internet access		Interested in this but needs assistance to use a computer or mobile device	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	39,434	12.7	33,200	10.7	NA	NA	7,963	2.6
2	371,521	47,511	12.8	42,955	11.6	6,377	1.7	5,482	1.5
4	355,426	39,819	11.2	36,013	10.1	5,087	1.4	7,299	2.1
5	303,310	40,488	13.3	34,242	11.3	5,413	1.8	12,084	4.0
6	530,715	63,822	12.0	73,809	13.9	NA	NA	11,611	2.2
7	621,378	95,983	15.4	85,281	13.7	12,080	1.9	16,235	2.6
8	698,384	86,802	12.4	100,273	14.4	8,131	1.2	21,337	3.1
9	349,868	40,859	11.7	26,569	7.6	5,353	1.5	12,194	3.5
10	603,025	60,523	10.0	75,889	12.6	NA	NA	12,525	2.1
12	330,441	42,053	12.7	31,804	9.6	5,013	1.5	9,638	2.9
15	288,899	33,089	11.5	34,718	12.0	4,743	1.6	5,705	2.0
16	548,134	87,290	15.9	80,291	14.6	15,676	2.9	13,867	2.5
17	589,518	70,053	11.9	70,139	11.9	12,781	2.2	11,197	1.9
19	420,540	33,076	7.9	52,928	12.6	5,998	1.4	10,477	2.5
20	415,775	41,111	9.9	41,691	10.0	NA	NA	9,435	2.3
21	415,470	55,458	13.3	66,799	16.1	6,229	1.5	10,904	2.6
22	692,683	115,695	16.7	87,810	12.7	22,904	3.3	15,466	2.2
23	383,063	24,605	6.4	36,894	9.6	4,128	1.1	9,271	2.4
National	8,228,035	1,017,673	12.4	1,011,306	12.3	136,472	1.7	202,691	2.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Figure A-115. Percentage of enrollees that have met with or are willing to meet with a mental health provider remotely (Interested in this but has not yet for another reason; Is not interested in this; Does not have a need for mental health care) by VISN

VISN	VISN total	Enrollees that have met with or are willing to meet with a mental health provider remotely					
		Interested in this but has not yet for another reason		Is not interested in this		Does not have a need for mental health care	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	39,968	12.9	86,215	27.8	95,377	30.8
2	371,521	38,167	10.3	108,414	29.2	112,749	30.3
4	355,426	47,774	13.4	111,099	31.3	97,894	27.5
5	303,310	50,974	16.8	68,473	22.6	83,101	27.4
6	530,715	85,408	16.1	133,459	25.1	150,451	28.3
7	621,378	86,049	13.8	153,375	24.7	157,464	25.3
8	698,384	100,415	14.4	166,790	23.9	196,276	28.1
9	349,868	47,610	13.6	112,197	32.1	99,541	28.5
10	603,025	58,038	9.6	196,831	32.6	181,382	30.1
12	330,441	41,789	12.6	99,678	30.2	93,211	28.2
15	288,899	36,385	12.6	87,602	30.3	82,184	28.4
16	548,134	83,360	15.2	127,466	23.3	132,193	24.1
17	589,518	128,030	21.7	131,717	22.3	154,950	26.3
19	420,540	72,117	17.1	120,543	28.7	119,234	28.4
20	415,775	55,268	13.3	112,071	27.0	144,959	34.9
21	415,470	59,801	14.4	92,500	22.3	114,708	27.6
22	692,683	111,036	16.0	162,858	23.5	167,029	24.1
23	383,063	51,145	13.4	132,009	34.5	116,572	30.4
National	8,228,035	1,193,334	14.5	2,203,296	26.8	2,299,275	27.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-116. Percentage of enrollees that have met with or are willing to meet with a non-mental health provider remotely (Do this and it is their preference; Do this, but prefers in-person visits; Interested in this but have not yet because they lack adequate Internet access) by VISN

VISN	VISN total	Enrollees that have met with or are willing to meet with a non-mental health provider remotely					
		Do this and it is their preference		Do this, but prefers in-person visits		Interested in this but have not yet because they lack adequate Internet access	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	29,499	9.5	84,701	27.3	7,829	2.5
2	371,521	33,716	9.1	89,735	24.2	7,544	2.0
4	355,426	38,961	11.0	82,565	23.2	8,856	2.5
5	303,310	39,480	13.0	90,714	29.9	7,147	2.4
6	530,715	57,032	10.7	149,559	28.2	11,337	2.1
7	621,378	66,736	10.7	151,106	24.3	19,964	3.2
8	698,384	109,486	15.7	207,374	29.7	15,590	2.2
9	349,868	31,331	9.0	78,175	22.3	7,897	2.3
10	603,025	59,557	9.9	143,553	23.8	15,011	2.5
12	330,441	26,799	8.1	70,349	21.3	10,342	3.1
15	288,899	20,506	7.1	56,322	19.5	7,888	2.7
16	548,134	69,884	12.7	127,109	23.2	20,737	3.8
17	589,518	65,766	11.2	157,571	26.7	10,011	1.7
19	420,540	41,860	10.0	108,610	25.8	9,627	2.3
20	415,775	44,354	10.7	128,800	31.0	4,022	1.0
21	415,470	53,524	12.9	135,723	32.7	10,417	2.5
22	692,683	103,919	15.0	202,637	29.3	22,792	3.3
23	383,063	21,844	5.7	83,640	21.8	6,743	1.8
National	8,228,035	914,254	11.1	2,148,244	26.1	203,756	2.5

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-117. Percentage of enrollees that have met with or are willing to meet with a non-mental health provider remotely (Interested in this but needs assistance to use a computer or mobile device; Interested in this but has not yet for another reason; Is not interested in this) by VISN

VISN	VISN total	Enrollees that have met with or are willing to meet with a non-mental health provider remotely					
		Interested in this but needs assistance to use a computer or mobile device		Interested in this but has not yet for another reason		Is not interested in this	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	10,019	3.2	48,351	15.6	125,113	40.4
2	371,521	12,933	3.5	66,101	17.8	154,361	41.5
4	355,426	15,308	4.3	63,090	17.8	139,733	39.3
5	303,310	9,662	3.2	57,379	18.9	94,375	31.1
6	530,715	16,840	3.2	117,234	22.1	168,040	31.7
7	621,378	26,147	4.2	152,433	24.5	197,028	31.7
8	698,384	30,528	4.4	115,777	16.6	208,239	29.8
9	349,868	11,982	3.4	76,239	21.8	135,493	38.7
10	603,025	24,115	4.0	109,832	18.2	242,355	40.2
12	330,441	11,661	3.5	73,129	22.1	132,479	40.1
15	288,899	10,069	3.5	62,294	21.6	128,652	44.5
16	548,134	16,322	3.0	127,601	23.3	181,110	33.0
17	589,518	16,011	2.7	143,857	24.4	187,824	31.9
19	420,540	11,985	2.8	89,947	21.4	156,801	37.3
20	415,775	16,200	3.9	86,729	20.9	130,816	31.5
21	415,470	14,741	3.5	69,954	16.8	125,093	30.1
22	692,683	22,683	3.3	135,180	19.5	198,913	28.7
23	383,063	16,299	4.3	82,329	21.5	165,040	43.1
National	8,228,035	293,505	3.6	1,677,454	20.4	2,871,462	34.9

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-118. Percentage of enrollees willing to share health information as part of a virtual consultation or appointment by VISN

VISN	VISN total	Share health information			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	120,248	38.8	182,722	59.0
2	371,521	149,729	40.3	216,165	58.2
4	355,426	131,237	36.9	217,746	61.3
5	303,310	87,379	28.8	212,596	70.1
6	530,715	163,591	30.8	360,878	68.0
7	621,378	181,134	29.2	431,573	69.5
8	698,384	207,390	29.7	480,125	68.7
9	349,868	120,384	34.4	221,631	63.3
10	603,025	229,566	38.1	362,229	60.1
12	330,441	119,941	36.3	204,560	61.9
15	288,899	115,234	39.9	168,308	58.3
16	548,134	164,673	30.0	379,165	69.2
17	589,518	172,997	29.3	407,501	69.1
19	420,540	144,376	34.3	271,656	64.6
20	415,775	121,704	29.3	286,926	69.0
21	415,470	117,067	28.2	290,809	70.0
22	692,683	189,752	27.4	492,865	71.2
23	383,063	148,850	38.9	227,361	59.4
National	8,228,035	2,685,252	32.6	5,414,816	65.8

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-119. Percentage of enrollees willing to receive medical opinions as part of a virtual consultation or appointment by VISN

VISN	VISN total	Receive a medical opinion			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	104,976	33.9	197,281	63.7
2	371,521	135,119	36.4	230,036	61.9
4	355,426	118,056	33.2	230,628	64.9
5	303,310	72,889	24.0	224,500	74.0
6	530,715	135,024	25.4	389,113	73.3
7	621,378	154,888	24.9	455,905	73.4
8	698,384	189,128	27.1	497,938	71.3
9	349,868	104,245	29.8	237,112	67.8
10	603,025	204,841	34.0	386,292	64.1
12	330,441	108,988	33.0	214,696	65.0
15	288,899	104,215	36.1	179,374	62.1
16	548,134	140,405	25.6	401,573	73.3
17	589,518	169,500	28.8	408,877	69.4
19	420,540	121,312	28.8	294,604	70.1
20	415,775	109,595	26.4	297,684	71.6
21	415,470	102,903	24.8	304,553	73.3
22	692,683	162,584	23.5	518,440	74.8
23	383,063	133,358	34.8	241,537	63.1
National	8,228,035	2,372,026	28.8	5,710,145	69.4

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-120. Percentage of enrollees willing to share health information (e.g. symptoms, photos) with a computer that evaluates the health information to make decisions about their health care with any interaction from a health care provider as part of a virtual consultation or appointment by VISN

VISN	VISN total	Share health information (e.g. symptoms, photos) with a computer that evaluates the health information to make decisions about their health care with any interaction from a health care provider			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	181,378	58.5	119,581	38.6
2	371,521	220,888	59.5	142,849	38.4
4	355,426	200,316	56.4	147,288	41.4
5	303,310	150,994	49.8	147,953	48.8
6	530,715	270,595	51.0	253,526	47.8
7	621,378	315,566	50.8	296,736	47.8
8	698,384	374,073	53.6	312,538	44.8
9	349,868	187,706	53.7	153,848	44.0
10	603,025	370,044	61.4	220,400	36.5
12	330,441	194,472	58.9	128,174	38.8
15	288,899	172,157	59.6	111,466	38.6
16	548,134	284,398	51.9	255,746	46.7
17	589,518	290,073	49.2	291,805	49.5
19	420,540	242,201	57.6	173,971	41.4
20	415,775	209,488	50.4	197,735	47.6
21	415,470	199,890	48.1	207,103	49.8
22	692,683	321,440	46.4	357,074	51.5
23	383,063	218,837	57.1	154,558	40.3
National	8,228,035	4,404,516	53.5	3,672,348	44.6

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-121. Percentage of enrollees willing to use the Internet to receive a medical opinion and directions from a computer that evaluated their health information without any interaction from a health care provider as part of a virtual consultation or appointment by VISN

VISN	VISN total	Use the Internet to receive a medical opinion and directions from a computer that evaluated their health information without any interaction from a health care provider			
		Does not apply to me/not willing		Somewhat willing/Very willing/Already do this	
		Weighted N	%	Weighted N	%
1	309,883	152,111	61.3	111,279	35.9
2	371,521	189,810	60.5	139,642	37.6
4	355,426	224,953	58.9	137,323	38.6
5	303,310	209,209	53.1	137,544	45.3
6	530,715	160,938	50.9	253,613	47.8
7	621,378	269,995	52.2	286,599	46.1
8	698,384	324,254	56.4	291,779	41.8
9	349,868	394,203	55.9	145,464	41.6
10	603,025	195,536	62.7	212,463	35.2
12	330,441	378,134	60.3	123,853	37.5
15	288,899	199,224	61.8	104,933	36.3
16	548,134	178,488	52.3	255,252	46.6
17	589,518	286,709	52.2	274,584	46.6
19	420,540	307,775	58.5	169,174	40.2
20	415,775	245,818	51.8	191,559	46.1
21	415,470	215,578	51.5	192,502	46.3
22	692,683	214,068	48.7	342,888	49.5
23	383,063	337,315	59.0	147,274	38.4
National	8,228,035	226,193	55.4	3,517,724	42.8

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-122. Percentage of enrollees that use My HealtheVet by VISN

VISN	VISN total	Uses My HealtheVet website					
		No		Yes		Not sure	
		Weighted N	%	Weighted N	%	Weighted N	%
1	309,883	151,193	48.8	135,920	43.9	16,813	5.4
2	371,521	215,602	58.0	118,766	32.0	31,374	8.4
4	355,426	181,312	51.0	131,672	37.0	37,006	10.4
5	303,310	142,864	47.1	131,060	43.2	25,625	8.4
6	530,715	240,557	45.3	247,356	46.6	36,527	6.9
7	621,378	272,932	43.9	287,970	46.3	48,918	7.9
8	698,384	306,439	43.9	321,952	46.1	63,013	9.0
9	349,868	187,067	53.5	133,019	38.0	20,976	6.0
10	603,025	303,475	50.3	234,383	38.9	55,370	9.2
12	330,441	183,646	55.6	121,294	36.7	19,675	6.0
15	288,899	146,206	50.6	117,083	40.5	22,152	7.7
16	548,134	247,615	45.2	233,435	42.6	58,631	10.7
17	589,518	240,548	40.8	289,041	49.0	52,452	8.9
19	420,540	207,774	49.4	180,080	42.8	27,826	6.6
20	415,775	198,928	47.8	180,938	43.5	31,140	7.5
21	415,470	201,162	48.4	178,378	42.9	31,370	7.6
22	692,683	309,437	44.7	319,681	46.2	55,924	8.1
23	383,063	207,403	54.1	137,899	36.0	33,288	8.7
National	8,228,035	3,944,158	47.9	3,499,926	42.5	668,080	8.1

Note: Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Figure A-123. Percentage of enrollees that use of My HealthVet for specific purposes by VISN

VISN	VISN total	Uses My HealthVet for the following purposes							
		To communicate with a health care provider using secure email		To see a laboratory or other test result		To read a doctor's or nurse's notes from visits to a VA clinic or hospital		For prescription refills	
		Weighted N	%	Weighted N	%	Weighted N	%	Weighted N	%
1	135,920	98,551	72.5	97,995	72.1	87,831	64.6	100,489	73.9
2	118,766	71,969	60.6	91,198	76.8	77,952	65.6	85,460	72.0
4	131,672	89,854	68.2	104,580	79.4	89,420	67.9	99,695	75.7
5	131,060	93,836	71.6	101,289	77.3	91,588	69.9	89,329	68.2
6	247,356	178,536	72.2	194,157	78.5	177,941	71.9	189,299	76.5
7	287,970	204,723	71.1	214,068	74.3	186,189	64.7	221,420	76.9
8	321,952	232,306	72.2	251,196	78.0	214,973	66.8	246,484	76.6
9	133,019	86,507	65.0	100,841	75.8	82,283	61.9	99,274	74.6
10	234,383	130,854	55.8	178,135	76.0	147,890	63.1	162,854	69.5
12	121,294	86,021	70.9	90,268	74.4	77,377	63.8	93,452	77.0
15	117,083	68,690	58.7	83,700	71.5	73,343	62.6	75,446	64.4
16	233,435	151,652	65.0	173,852	74.5	147,148	63.0	174,288	74.7
17	289,041	175,779	60.8	200,592	69.4	168,128	58.2	205,525	71.1
19	180,080	113,094	62.8	139,104	77.2	117,586	65.3	125,225	69.5
20	180,938	124,923	69.0	140,383	77.6	129,708	71.7	120,252	66.5
21	178,378	127,116	71.3	139,267	78.1	117,970	66.1	132,699	74.4
22	319,681	227,176	71.1	243,548	76.2	211,839	66.3	227,499	71.2
23	137,899	79,621	57.7	97,771	70.9	90,858	65.9	86,166	62.5
National	3,499,926	2,341,206	66.9	2,641,945	75.5	2,290,023	65.4	2,534,857	72.4

Note: Denominator is the enrollee population that use My HealthVet by VISN. Percentages may not total 100 percent due to rounding. Categories are not mutually exclusive, and enrollees can be counted in more than one category.